

Acerca de este libro

Esta es una copia digital de un libro que, durante generaciones, se ha conservado en las estanterías de una biblioteca, hasta que Google ha decidido escanearlo como parte de un proyecto que pretende que sea posible descubrir en línea libros de todo el mundo.

Ha sobrevivido tantos años como para que los derechos de autor hayan expirado y el libro pase a ser de dominio público. El que un libro sea de dominio público significa que nunca ha estado protegido por derechos de autor, o bien que el período legal de estos derechos ya ha expirado. Es posible que una misma obra sea de dominio público en unos países y, sin embargo, no lo sea en otros. Los libros de dominio público son nuestras puertas hacia el pasado, suponen un patrimonio histórico, cultural y de conocimientos que, a menudo, resulta difícil de descubrir.

Todas las anotaciones, marcas y otras señales en los márgenes que estén presentes en el volumen original aparecerán también en este archivo como testimonio del largo viaje que el libro ha recorrido desde el editor hasta la biblioteca y, finalmente, hasta usted.

Normas de uso

Google se enorgullece de poder colaborar con distintas bibliotecas para digitalizar los materiales de dominio público a fin de hacerlos accesibles a todo el mundo. Los libros de dominio público son patrimonio de todos, nosotros somos sus humildes guardianes. No obstante, se trata de un trabajo caro. Por este motivo, y para poder ofrecer este recurso, hemos tomado medidas para evitar que se produzca un abuso por parte de terceros con fines comerciales, y hemos incluido restricciones técnicas sobre las solicitudes automatizadas.

Asimismo, le pedimos que:

+ *Haga un uso exclusivamente no comercial de estos archivos* Hemos diseñado la Búsqueda de libros de Google para el uso de particulares; como tal, le pedimos que utilice estos archivos con fines personales, y no comerciales.

+ *No envíe solicitudes automatizadas* Por favor, no envíe solicitudes automatizadas de ningún tipo al sistema de Google. Si está llevando a cabo una investigación sobre traducción automática, reconocimiento óptico de caracteres u otros campos para los que resulte útil disfrutar de acceso a una gran cantidad de texto, por favor, envíenos un mensaje. Fomentamos el uso de materiales de dominio público con estos propósitos y seguro que podremos ayudarle.

+ *Conserve la atribución* La filigrana de Google que verá en todos los archivos es fundamental para informar a los usuarios sobre este proyecto y ayudarles a encontrar materiales adicionales en la Búsqueda de libros de Google. Por favor, no la elimine.

+ *Manténgase siempre dentro de la legalidad* Sea cual sea el uso que haga de estos materiales, recuerde que es responsable de asegurarse de que todo lo que hace es legal. No dé por sentado que, por el hecho de que una obra se considere de dominio público para los usuarios de los Estados Unidos, lo será también para los usuarios de otros países. La legislación sobre derechos de autor varía de un país a otro, y no podemos facilitar información sobre si está permitido un uso específico de algún libro. Por favor, no suponga que la aparición de un libro en nuestro programa significa que se puede utilizar de igual manera en todo el mundo. La responsabilidad ante la infracción de los derechos de autor puede ser muy grave.

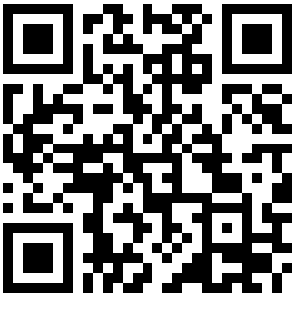
Acerca de la Búsqueda de libros de Google

El objetivo de Google consiste en organizar información procedente de todo el mundo y hacerla accesible y útil de forma universal. El programa de Búsqueda de libros de Google ayuda a los lectores a descubrir los libros de todo el mundo a la vez que ayuda a autores y editores a llegar a nuevas audiencias. Podrá realizar búsquedas en el texto completo de este libro en la web, en la página `http://books.google.com`

This is a reproduction of a library book that was digitized by Google as part of an ongoing effort to preserve the information in books and make it universally accessible.

Google™ books

https://books.google.com



Digitized by Google

THE UNIVERSITY
OF ILLINOIS
LIBRARY
537.05
BE
V. 12

STORAGE

Digitized by Google

Digitized by Google

Digitized by Google

Digitized by Google

Digitized by Google

537.05
BE

BELL TELEPHONE NEWS

AUGUST 1922

WHAT ARE WE TRYING TO DO?

By H. B. Thayer,
President of the American Telephone and Telegraph Company.

EVERY business enterprise, of course, has a purpose. It may be to make money for its owners and nothing more. It must make money if it is sound. Its purpose as well as its methods may be narrowly conceived or the reverse. What is the purpose of the Bell System, and how does it propose to accomplish it? In charting a course it is necessary for a mariner to locate his present position. In defining our objective, it will assist us not only to locate our present position but also to remember how we reached it.

With one or two changes in corporate form, the American Telephone and Telegraph Company's history begins with the invention of the telephone. It took the telephone as a laboratory model and made it an instrument of national service, a service wider than can be found in any other country, and of a quality not elsewhere approached. In short, its life spans the whole history of the telephone and the character of its service is unrivaled.

The Bell System is the only organization, outside the Federal Government, which carries the whole responsibility for national service. The only other agencies that may come to mind in this connection are the railroads and the telegraphs. But the railroads individually cover only certain sections of the country and there is more than one telegraph company attempting a national telegraph service.

There are certain peculiarities in the Bell System situation and service which must be noted. While it discharges a national function, it is governed by state laws, and in some states must operate through state corporations. This necessitates a number of operating units and a central organization rendering the services for them which can most efficiently and economically be centralized.

A consumer may not be directly concerned as to whether or not a distant friend or correspondent has certain facilities or conveniences. He may not be interested in discovering whether this distant correspondent or friend has electric light or electric power for transportation. But it is likely to be of interest to him and possibly may be of vital interest to know that he has a telephone and that it is possible for him to be quickly connected with him. Coordination of functions and the standardization of plant are essential to a national telephone service. They make a central organization necessary and render it efficient and economical.

The operating companies are largely owned by the American Telephone and Telegraph Company. That is owned by more than 200,000 stockholders, investors not speculators, and as the result of conservative financing and careful management, after forty-five years there is back of every dollar of capital stock of the American Telephone and Telegraph Company approximately two dollars' worth of property.

Having briefly surveyed our present position as a part of the nation's equipment, let us consider what we should try to do in the future.

Can there be any doubt? Is there more than one course open? Is there any difference in interest between the public and our stockholders? I cannot see any. If we serve our stockholders wisely and efficiently, we shall render the largest benefit to the public. The success of the Company depends upon the measure of good-will of the community which it can get and hold. We must give the best and broadest service possible. We must provide a service which will not only keep pace with the growth of the country, but also with the constantly increasing use of the telephone. We must make our charges low enough to enable every person who ought to have a telephone, to have one, and at the same time we must earn enough to attract capital to take care of this growth. To earn more than is necessary to maintain and extend the service would evidence poor judgment and in the end would be bad business for our stockholders; to earn less would be an injury to the public. There must be no waste. The best brains we have must be applied increasingly to effect economies in construction, maintenance and operation. We must struggle unceasingly for better service and lower rates, but in the interest of the public, as well as of our stockholders, we must resist every misconceived attempt to decrease rates to a point which would make it impossible for the Company to keep up and give the best service any one knows how to give. We cannot have fat years and we must not have lean years.

We must stand by our tested traditions and principles. The Bell System is a continuing organization and it is dedicated to a high and important service. We, who are responsible for its direction, must not temporize. We must have guiding convictions and take a long look into the future. We are responsible to the nation, to our stockholders, and to those who come after us, for the continued success of the Bell System. While yielding nothing that is good in our organization and its methods, we must continually strive for whatever is better. Conservatism in principles and progress in methods are the traditions of the Bell System, and they must be maintained.

That is what we are trying to do.

Digitized by Google

Mr. Thayer presided at this conference of Bell Presidents and other executives. It was held at Yama Farms, N. Y., and those who attended are shown in the picture. Mr. Thayer defined the purpose of the conference in the statement printed on the cover of this magazine. Read it. You will have a better understanding of the Bell System policy for having done so.

Executives of the Bell Telephone System in conference at Yama Farms N.Y., June 3d to 8th.

Standing, left to right—

C. M. Bracelen, General Solicitor, American Telephone and Telegraph Co.; A. E. Berry, President, Chesapeake & Potomac Telephone Co.; George E. McFarland, President, Pacific Telephone & Telegraph Co.; B. L. Kilgour, President, Cincinnati and Suburban Bell Telephone Co.; C. H. Rottger, President, Indiana Bell Telephone Co.; C. G. DuBois, President, Western Electric Co.; J. D. Ellsworth, Publicity Manager, A. T. & T. Co.; Bancroft Gherardi, Vice President, A. T. & T. Co.; F. A. Stevenson, Director, Long Lines Dept., A. T. & T. Co.

Sitting, left to right—

J. Epps Brown, President, Southern Bell Telephone & Telegraph Co.; N. T. Guernsey, Vice President, A. T. & T. Co.; E. K. Hall, Vice President, A. T. & T. Co.; W. R. Abbott, President, Illinois Bell Telephone Co.; James T. Moran, President, Southern New England Telephone Co.; E. S. Wilson, Vice President, New York Telephone Co.; E. A. Reed, President, The Ohio Bell Telephone Co.; Ben S. Read, President, The Mountain States Telephone and Telegraph Co.; W. R. McGovern, President, Wisconsin Telephone Co.; L. H. Kinnard, President, The Bell Telephone Company of Pennsylvania; E. D. Nims, President, Southwestern Bell Telephone Co.; D. F. Houston, President, Bell Telephone Securities Co.; L. B. McFarlane, President, The Bell Telephone Company of Canada; F. B. Jewett, Vice President, Western Electric Co.; W. S. Gifford, Vice President, A. T. & T. Co.; Matt B. Jones, President, New England Telephone and Telegraph Co.; W. B. T. Belt, President, Northwestern Bell Telephone Co.; H. F. Thurber, President, New York Telephone Co.; Franz C. Kuhn, President, Michigan State Telephone Co.; E. S. Bloom, Vice President, A. T. & T. Co.

At table—

H. B. Thayer, President, A. T. & T. Co.



Digitized by Google

537.05
BE
v.12

BELL TELEPHONE NEWS

Volume 12 | CHICAGO, ILLINOIS, AUGUST, 1922 | Number 1

ALEXANDER GRAHAM BELL DEAD

Inventor of Telephone Passes Away Unexpectedly at His Summer Home at Baddeck, Nova Scotia—Brief Sketch of His Remarkable Life

ALEXANDER GRAHAM BELL, inventor of the telephone, died at his summer home in Baddeck, Nova Scotia, August 1st. Death was caused by progressive anemia.

Although the aged inventor had been in failing health for several months his condition was not thought to be so serious and the end was unexpected. With him at the time of his death were Mrs. Bell, their daughter, Mrs. Marian Hubbard Fairchild, and her husband, David G. Fairchild, of Washington. Dr. Bell leaves another daughter, Mrs. Elise M. Grosvenor, wife of Gilbert H. Grosvenor of Washington, president of the National Geographic Society and editor of the *National Geographic Magazine*.

Dr. Bell was buried on top of Mount Beinn Breagh, near Baddeck. At 6:25 p. m., August 4th, as the body was lowered into the grave, service on every Bell telephone in the United States and Canada was suspended for one minute as a mark of respect and reverence.

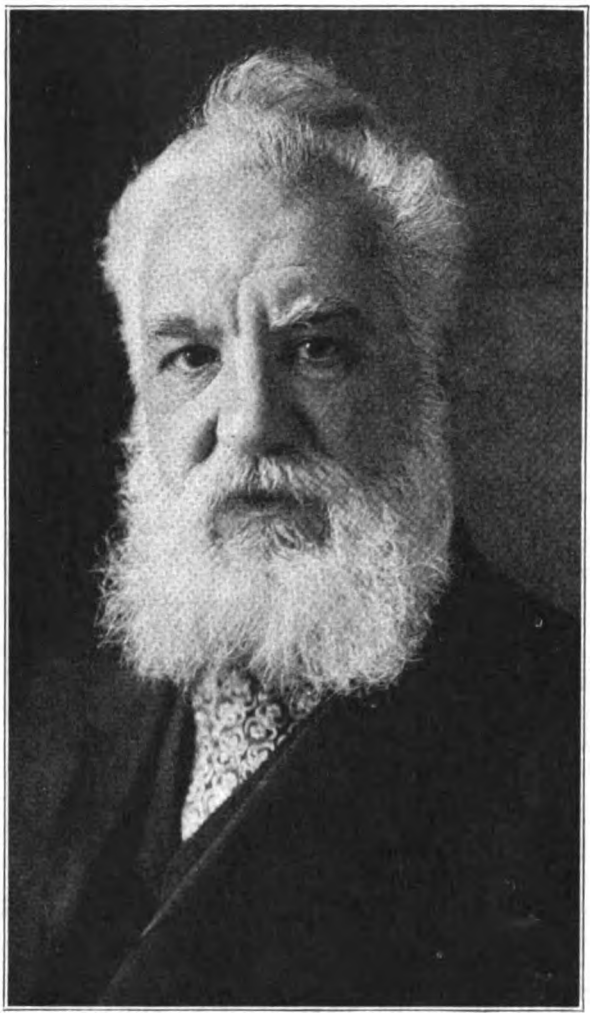
The site of the grave at the summit of the mountain had been chosen by the inventor himself some time before his death and hollowed from the rock under his direction.

Messages of condolence poured in on the widow, who was the daughter of Gardiner G. Hubbard of Boston, whose early friendship for Bell made possible his experiments which resulted in the invention of the telephone. One from President Harding read:

"The announcement of your eminent husband's death comes as a great shock to me. In common with all his countrymen, I had learned to revere him as one of the great benefactors of the race and among the foremost Americans of all generations. He will be mourned and honored by humankind everywhere as one who served it greatly, untiringly and unselfishly."

H. B. Thayer, president of the American Telephone and Telegraph Company, voiced the sympathy of the entire Bell Telephone organization in the following message:

"In behalf of the men and women of the telephone system which bears his name, we extend our deepest sympathy in the passing of Dr. Bell.



ALEXANDER GRAHAM BELL.

"History will recall the inestimable value of his service to mankind. But we who are carrying on the telephone art founded on his great discovery are peculiarly appreciative of his genius."

Flags were flown at half mast on telephone buildings throughout the United States and Canada from August 2nd until after the funeral.

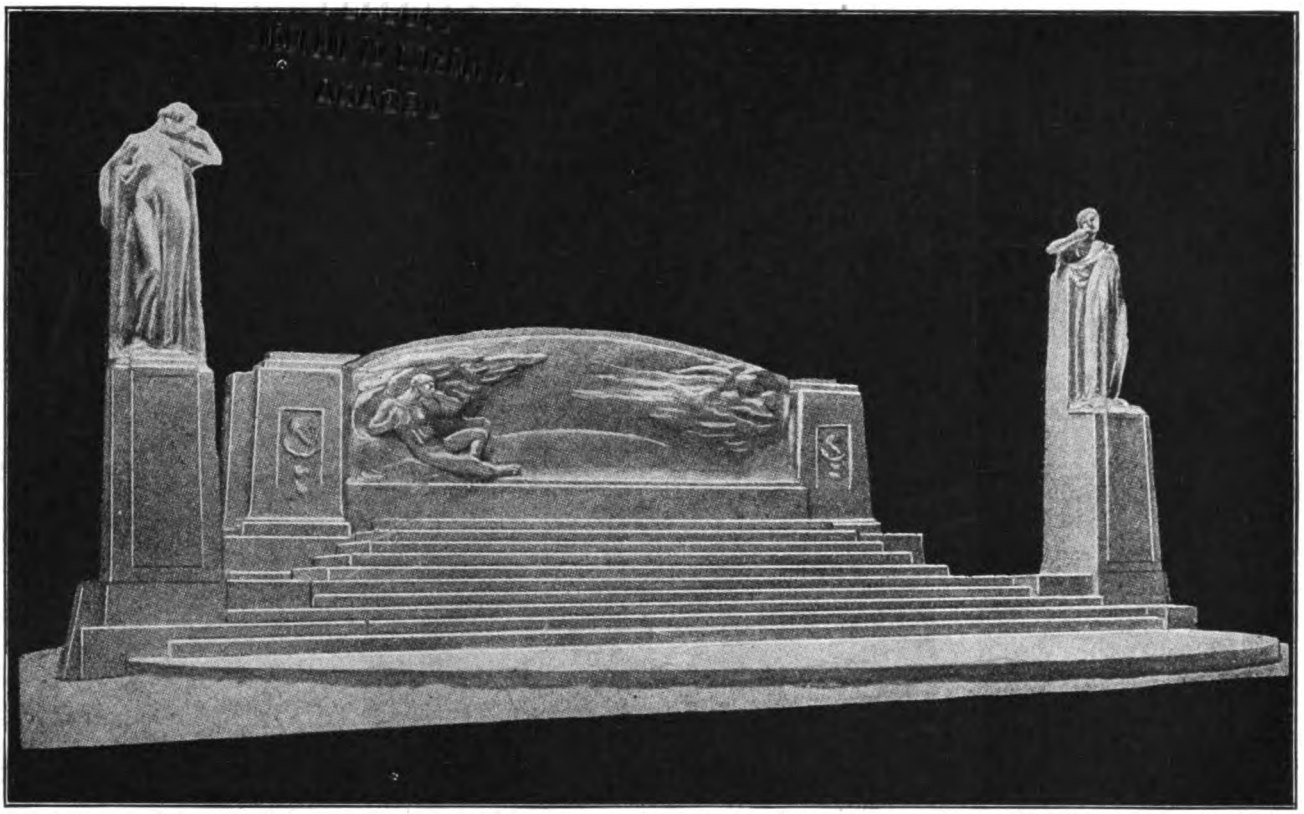
Brief Sketch of a Wonderful Career

ALEXANDER GRAHAM BELL, inventor of the telephone, was born at 13 Hope street, in the corner house overlooking Charlotte square, Edinburgh, Scotland, on March 3, 1847. His mother, Eliza Grace Bell, was a native of Hampshire, England, and the only daughter of Surgeon Samuel Symonds, of the Royal Navy. His father was Alexander Melville Bell. Mrs. Bell's life ended on Tuesday, January 5, 1897, at the age of eighty-seven, and her remains rest in Rock Creek Cemetery, Washington, D. C. Intimate friends speak of her as "a typical gentlewoman," a most lovable character, "a rare combination of sweetness, tenderness and strength."

Youth and Education

As his grandfather, his uncle, and his father had won high honors in educational circles and were the accepted authorities in their profession in London, Edinburgh, and Dublin, and as his accomplished mother found a joy in teaching him, it was only natural that Graham, as the son was called, should receive many educational advantages. In his youth his parents resided at 13 South Charlotte street, Edinburgh, and his elementary education was conducted at home until his tenth year, when he entered McLaren's Academy. There he remained a year, and then entered the Royal High School, taking the regulation course and graduating at the age of fourteen. Then he went to London

4-4-24 E.B.
541393
Digitized by Google



BELL MEMORIAL AT BRANTFORD, ONTARIO.

and remained for a time with his grandfather, the eminent elocutionist, who was very fond of the boy.

Returning to Scotland, Graham Bell entered Mr. Skinner's Weston House Academy, in Elgin, Scotland, where he spent a year as pupil teacher on a salary of $50 a year and board. The next year his elder brother Melville relieved him, and Graham returned home and matriculated at the University of Edinburgh, where he attended lectures on Latin under Dr. Sellers, and Greek under Professor Blackie. Qualifying as a tutor, he returned to Mr. Skinner's Academy as teacher of elocution and music on a salary of $350 per annum and board, though not nineteen years of age. And here it was that he told his friends that "some day we shall talk by telegraph." The following year he taught in the Somersetshire College, in Bath, England, and there had a telegraph line connecting his room with that of a friend for experimental purposes. Meanwhile he was preparing to enter the London University.

The careful training received from his mother served Graham Bell admirably, for not only had he inherited her exceptional musical talent and been intelligently guided by her artistic mind, but he had also received personal instruction in music from Signor Auguste Benoit Bertini, who soon taught his young pupil to read at sight the most difficult passages. In fact, Graham Bell proved so apt a pupil and became so fascinated with the practice of music that for a time all other studies were neglected.

Family Moves to London

In 1865 Alexander Bell, the grandfather, passed away, so Graham's father transferred his classes and private pupils in Edinburgh to his eldest son, Melville James Bell, and moved his family to London, where he accepted the appointment of Professor of Vocal Physiology and Lecturer on Elocution in University College, and also assumed the professional duties left by his distinguished sire. His assistant in this work was his youngest son, Edward Charles Bell, who fell a victim to the white plague in 1867, when nineteen years of age. The death of this brother and the father's need of an intelligent and capable assistant compelled Graham to relinquish for a time all thought of collegiate degrees and to move to London and become the professional assistant of his father. However, he succeeded in taking a course in anatomy at the University College and in matriculating at the London University, in 1868.

Bell Becomes Interested in Deaf

Miss Susanna E. Hull was a pupil in one of Professor Bell's classes in phonetics. In 1863 she became interested in the deprivations deaf children suffer by reason of their infirmity, and, in the hope of benefiting the helpless, opened a private school for the instruction of deaf children at 102 Warwick Gardens, South Kensington, London. She expressed her belief that the system of visible speech used by Professor Bell in teaching phonetics would prove serviceable in teaching speech to the deaf, and the father, perceiving the value of her suggestion, sent his son Graham to introduce and apply the system in her school. And it was this brief experience in teaching articulation to deaf children that proved to be the broad stepping-stone to the invention of the electric speaking telephone in Massachusetts rather than in England. For "no difficulty was found in giving the idea of the symbols to four children, the oldest about twelve and the youngest about seven years of age. And nearly all the elementary sounds of English were obtained from them in a few days. Very soon her pupils learned to speak, those who were born deaf even better than those who had become so through fever, and they could also read a few sentences from the lips."

At this time, while Professor Bell and his son and Miss Hull all had great faith in the possibilities of teaching the congenital deaf to articulate correctly, neither one possessed a strong belief in the availability of speech-reading.

In December, 1872, Miss Hull sailed from England for a visit to Clarke School, and during her stay at Northampton, Massachusetts, her doubts and difficulties concerning speech-reading were all removed by witnessing Miss Rogers' success in teaching her pupils to read speech, and so convincing were the proofs that she adopted the American oral method as the means she "had

Digitized by Google

so long sought, by which the deaf would be most fully restored to home and social life."

Shortly after he succeeded to the Edinburgh branch of the profession, Graham's brother, Melville James Bell, became tubercular, and in 1870 this disease culminated in his death. Thus it became necessary to close or dispose of the Edinburgh offices.

Meanwhile the father was becoming alarmed about the physical condition of his only remaining son, Graham. For overstudy in connection with his college classes, a too constant application to certain telegraphic experiments, and researches in electricity which he had undertaken, and an ardent devotion to the interesting and successful work of teaching deaf children to talk, so seriously impaired the young student's health that his father decided that an immediate change of climate and a cessation from all study were imperatively necessary, if health was to be regained And because in 1841-42, the father, after a severe illness, had spent two years in Newfoundland, and had "found its bracing climate and pure air so beneficial that the visit undoubtedly laid the foundation of robust manhood," he decided to move to America.

Older Bell and His Son in Canada

In July, 1870, Alexander Melville Bell resigned the professorship he held in London, transferred his pupils, disposed of his property, and removed his family to Canada. There he established a new home in the country at Tutela Heights, about four miles north of the city of Brantford, Ontario, and shortly thereafter he obtained the appointment of professor of elocution in Queen's College, in Kingston.

Long walks and rides in the crisp Canadian climate, combined with abundant sleep in the open air or in freely ventilated rooms and the nutritious food which the watchful mother presented in such palatable form, soon assisted the tall, slender, sickly student of twenty-two well along on the road to good health.

Graham Bell remained in Canada until March 31, 1871, and during these eight months he spent much time on the reservation of the Mohawk Indians, near Brantford, and there made a study of their language. Through the kind assistance of Daniel Doxtater and Miss Lydia Hill, two educated Mohawks, he symbolized in visible speech the pronunciation of many words used by these Indians.

Bell Moves to Boston

Meanwhile the desire to be earning an income, and not to be dependent upon his father's bounty, impelled Graham Bell to apply to certain large institutions for the deaf in the United States for an opportunity to show what his father's system of visible speech might accomplish in facilitating the teaching of articulation to deaf children. His application was not favorably considered for three reasons: (1) There were no vacancies to be filled; (2) he was a stranger and unknown; (3) it was considered a waste of time to try to teach speech to a deaf child. Moreover, the officials of a number of institutions were finding it difficult to satisfactorily answer the questions parents were asking about the success attending the efforts of a Miss Rogers, who was reported to be teaching deaf-born children to speak and to read speech, without the use of signs; an heretical spinster over in Massachusetts, who had actually had the audacity to undo the work of the Creator, by teaching deaf-born children to talk! Why should parents want their dumb children to talk? If an all-wise and beneficent Father had intended that His children should talk, He would not have stricken them with "dumbness," was the belief that prevailed in many institutions in those days.

While lecturing in Boston on his system of teaching visible speech, the elder Bell received an invitation to locate there and take up his work in its schools. He declined, but recommended his son, Graham, for the position. The offer was made and accepted by the young man, who met with the greatest success. Boston University offered him a professorship, in which position he taught others his system of teaching. The demand for his services led him to open a School of Vocal Physiology. He had made some improvements in his father's system for teaching the deaf and dumb to speak and understand spoken words. He had been making experiments in telegraphy but these were laid aside for a time. Fortunately, about this time he established a relationship which gave him encouragement to continue. Thomas Sanders of Salem had a five-year old son, Georgie, who was a deaf mute. The father sought Bell's help in teaching his son, and it was arranged that Bell should reside at the Sanders' home while he conducted the tutelage. Here he resumed his electrical experiments.

Another pupil, who came to him about this time was Mabel Hubbard, a fifteen-year-old girl who had lost her hearing and consequently her powers of speech after an attack of scarlet fever when an infant. Bell fell in love with this pupil. Four years later he married her. During the period of his tutorship the young girl took the liveliest interest in all of Bell's experiments and encouraged him to keep trying. Through her, Bell secured the support of her father, Gardiner G. Hubbard, who was widely known as one of Boston's ablest lawyers. He was destined to become Bell's chief spokesman and defender. The young inventor fitted up a workshop in the Sanders' basement, and for three years conducted all kinds of experiments, mostly in efforts to transmit audible signals over wires. In common with other experimenters, who were searching for the telephone, Bell was experimenting with a musical telegraph. But in his vision he had gone a long step beyond this. Eagerly and persistently, he sought the means that would replace the telegraph by a new device which would enable the human voice itself to be transmitted.

Uses Human Ear in Experiments

At this time Bell enjoyed the friendship of Dr. Clarence J. Blake, an eminent Boston aurist, who suggested that his experiments be conducted with a human ear instead of with a mechanical apparatus. Bell accepted the suggestion. He noted that though the ear drum was thin and light, it was capable of sending vibrations through the heavy bones that lay back of it. So he thought of using iron disks or membranes to serve the purpose of the drum in the ear and arrange them so that they would vibrate an iron rod. Then he thought of connecting two such instruments with an electrical wire, one of which would receive the sound vibrations and the other reproduce them after they had been reproduced along the wire.

Bell was now at a critical point in his career. He was confronted with the same difficulty which assails so many inventors. In his enthusiasm over his experiments he had entirely neglected his school, which was abandoned. Georgie Sanders and Mabel Hubbard were his only pupils. Although Sanders and Hubbard were genuinely interested in Bell, they felt he was impractical, and were convinced that his experiments with the ear and its imitations were useless. They told Bell that he was wasting time and they would no longer give him financial support. Hubbard insisted that if Bell did not abandon his foolish notions, he could not marry his daughter. They modified this stand, however, to permit the inventor to continue work on his musical telegraph.

In spite of all these discouragements, and on the advice of Professor Joseph Henry of Washington, Bell took up a more intensive study of electricity. He rented a room in Boston in which he carried on his work, and obtained the services of an assistant, Thomas Watson. The funds for this work were supplied jointly by Sanders and Hubbard, to enable the inventor to continue his experiments with the musical telegraph. Although he was convinced that the opportunity lay in the field of tel-

—L

Digitized by Google

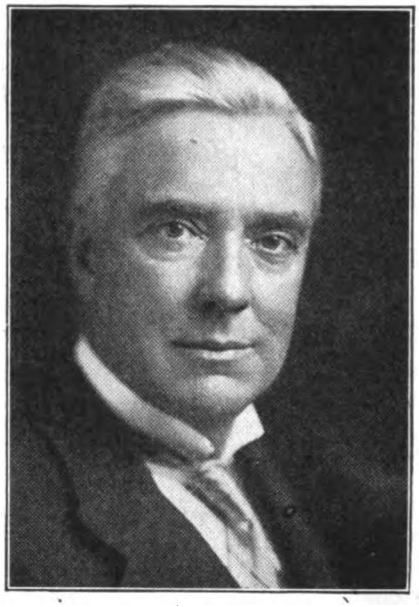
ephony, Bell faithfully labored for regular periods with the device in which his patrons were interested. The remainder of his time and energy he put upon the telephone. For three years Bell and Watson labored with various forms of apparatus. In June of 1875 they had developed an instrument in which the diaphragm was a piece of goldbeater's skin, which Bell had selected as most closely resembling the drum in a human ear. With this, on June 2d, they were able to transmit audible sounds by twanging a clock spring in front of the diaphragm. Having made this progress, Bell was able to obtain enough money from Sanders and Hubbard to continue the experiments and made some new apparatus. A second instrument was constructed and the constant work of tuning and adjusting went forward between Bell and his young assistant. They constructed a wire line between a room in the attic, down two flights of stairs to the third floor of the Williams shop where they were working. When this was ready for trial Watson found that he could hear a sound when Bell shouted into the instrument, but Bell could not hear Watson. For forty weeks the telephone could do no more than gasp and made strange, inarticulate noises. Then on March 10, 1876, it talked. The occasion had not been arranged and rehearsed, and the first sentence heard was that of Bell, who said, "Mr. Watson, please come here. I want you." The telephone was born.

Telephone Exhibited at Exposition

This was the year of the Centennial Exposition in Philadelphia. Having made his application for a patent, Bell made up a special set of instruments and carried them to the great exposition, but they did not obtain a favorable place in the exhibit and attracted little or no attention. Finally, one hot Sunday, the judges reached his exhibit. They were examining it in a perfunctory way when the Emperor of Brazil, Dom Pedro, who was visiting the exposition, came into the room attended by a brilliant group. The emperor rushed up to Bell and greeted him warmly. He had met the young inventor before in Boston and was interested in his experiments in visible speech. He was ready to examine Bell's invention, although the judges thought little of it. Bell showed him how to place his ear to the receiver, and then went to the transmitter, which had been placed at the other end of the wire strung along the room. The emperor waited and the judges watched curiously. Bell spoke into the transmitter. The emperor looked his wonder and exclaimed, "My God, it talks." From that moment skepticism and indifference were at an end. The rest of the afternoon and evening were spent by the judges and party talking over the new device. Sir William Thomson (Lord Kelvin), England's greatest scientist, declared that Bell's telephone was the most wonderful thing he had seen in America.

A short time later Bell had the opportunity to lecture and demonstrate the telephone before a scientific body in Essex. He obtained the use of a telegraph line and connected the hall with the laboratory in Boston. Watson was stationed in the laboratory. Bell would stop from time to time and ask Watson to arrange for different kinds of sound to be transmitted, and finally Watson was instructed to sing. The assistant demurred, but finally did so and the song was transmitted perfectly. Other lectures were arranged and for some time Bell and Watson traveled over the eastern part of the United States giving demonstrations. The connection of Bell with the telephone ceased shortly after this period.

All telephone people are familiar with the early struggles of the corporation which was formed to launch the telephone business and which was managed by the indefatigable Theodore N. Vail. Soon after the first corporation had been organized and the first instrument put out commercially, the famous patent litigation was started and for a long time the inventor and his associates were uncertain what the outcome would be. The Supreme Court of the United States finally decided that Bell was the inventor. The Bell telephone now took its place with the telegraph, the railroad and other necessities of civilized life. The American Bell Telephone Company was formed and the inventor and his assistant passed out of active connection with the business. Bell gave his stock in the corporation to his wife on their wedding day and resumed his work as instructor for deaf mutes. The new company offered him a salary of $10,000 a year to remain its chief inventor, but he refused on the ground that he could not "invent to order."



THOMAS A. WATSON.

In 1880, the French government gave him the Volta prize of 50,000 francs and the cross of the Legion of Honor.

Later Life of Great Inventor

Since that time the mind of Alexander Graham Bell has been working along inventive and scientific lines. In 1883 he was one of the inventors in the creation of the graphophone. Later he organized a movement for the teaching of speech to the deaf along the lines invented by his father and grandfather and improved by himself. Later still, he took up the investigation of matters relating to aerial flight, bringing forth new basic principles of construction, which have been of great value to aviation. During the later years of his life he wrote a journal of many volumes in which he took up his thoughts and ideas from the time of the telephone down to a short time before his death. The index to this journal, which Dr. Bell at one time showed to Frank G. Carpenter, a distinguished newspaper writer, showed that the inventor had made experiments or had put down ideas on aerial navigation, scientific breeding of sheep, utilization of waste heat, suggestions for new metric system for the United States, experiments on preserving foods in paraffin, notes on eugenics and a detailed biological history of a cat. He read, wrote or worked as a rule, far into the night and slept until nearly noon, as he found this program best suited him.

In the BELL TELEPHONE NEWS for March, 1921, appears the following sketch of the later years of the inventor.

"Dr. Alexander Graham Bell has been out of the telephone business so long that to many he seems to be a figure in past history. Instead, he is a live, active man who celebrated his seventy-fourth birthday on March 3rd.

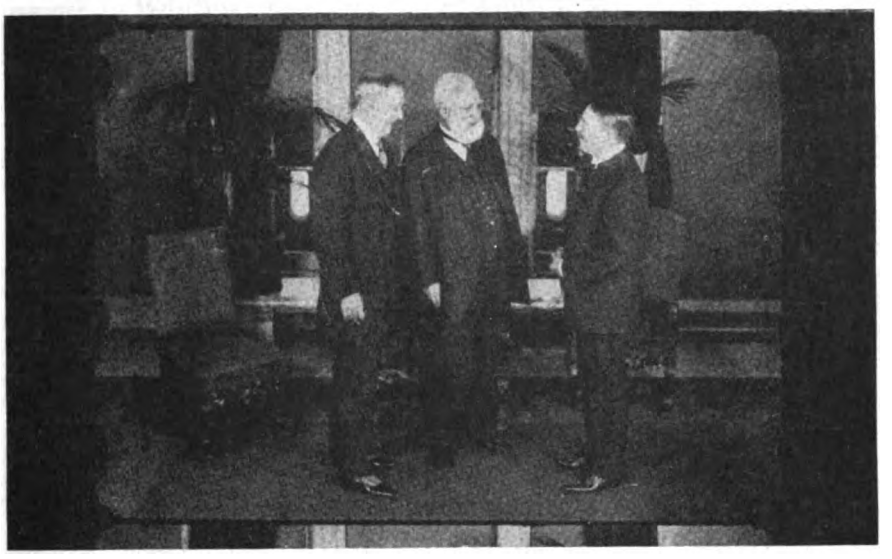
"Although Dr. Bell is well advanced in years, he still takes an active part in things of importance. He maintains a residence in Washington, D. C., but spends most of his time at Baddeck, Nova Scotia. We are interested in his achievements in other branches of science and are glad to note his success, though he is no longer actively connected with us. It is interesting to compare his modern well-equipped laboratory at Baddeck, where skilled and loyal workmen carry out his ideas, with that little Boston attic where the labors of Bell and Watson were rewarded by the birth cry of the telephone forty-five years ago this month.

"A recent newspaper story told of the record trip across the

Digitized by Google

Atlantic and return made by the tiny forty-five foot ketch, *Typhoon*, how the vessel and her doughty crew of four adventurers, driving through winter gales that battered huge ocean liners, beat back in safety to home shores after a four-months' cruise of 8,000 miles. In this romantic tale we note again the activities of the inventor of the telephone. It was in his Baddeck laboratory that the *Typhoon* was built.

"Dr. Bell glories in the seas. Motor boats, sail boats and all other kinds of water craft are his delight."



DR. BELL IN CHICAGO DURING HIS LAST VISIT TO THE MIDDLE WEST. CUTTING FROM A FILM TAKEN AT THE HOTEL LA SALLE.
Left to Right: H. F. Hill, Dr. Bell, B. E. Sunny.

When the French government awarded Dr. Bell the Volta prize, with a substantial addition out of his own pocket he founded the Volta Bureau in Washington for the increase and diffusion of knowledge relating to the deaf. Later he founded, at a cost of more than $300,000, the American Association to Promote the Teaching of Speech to the Deaf.

One of the latest enterprises undertaken by the indefatigable inventor was the improvement of life-saving boats. His experiments in this line were made at his summer home. His winter residence has been for a number of years at Washington, D. C.

During the war he developed a method of locating bullets and shrapnel fragments by means of electricity, making the probing of wounds unnecessary.

Dr. Bell's last visit to the Middle West was from April 12 to 16, 1918, when he came to Chicago and Milwaukee. In Chicago he dedicated the Alexander Graham Bell School at Grace street and Oakley boulevard, a public school building especially designed to teach deaf pupils in conjunction with normal children. While in Chicago, Dr. Bell attended a dinner given in his honor by the Cordon Club, and a reception in the Art Institute by the Oral Teachers' Association. He addressed the Chicago Principals' Club and visited Chicago Normal School. Just before leaving he was given a luncheon at the Hotel LaSalle by some of the Bell telephone men of Chicago. He then proceeded to Milwauke where, on the night of April 14, 1918, he was tendered a reception at the Hotel Pfister by the Parent-Teachers' Association. The following day he was present at the dedication exercises of the Alexander Graham Bell Institute for deaf mutes. That evening he addressed the City Club of Milwaukee on "Conservation and the War."

On the occasion of the luncheon given by the telephone men in Chicago, Dr. Bell briefly told the story of the invention of the telephone and his own part therein. He paid generous compliment to later inventors and engineers who perfected the present wonderful exchange system.

Radio Record Was Made by Telephone Engineers in 1915

IN these days of radio telephone publicity when the public mind is keyed up to the anticipation of great developments in the radio field, it is an interesting fact that the first demonstrations of the vast possibilities of the radio telephone were made by the scientists and engineers of the Bell System back in 1915.

Speech was successfully transmitted that year from New York City over the wire of the Bell System to the radio station at Arlington, Virginia, and thence by wireless to the radio station at Mare Island, California.

Later that year, a still more remarkable demonstration was made by the Bell System engineers, when words spoken into the radio telephone at Arlington were heard with remarkable clearness at the Eiffel tower in Paris and in the Hawaiian Islands. This demonstration established a long-distance radio telephone record which has never been surpassed.

The following year, 1916, during the three days' mobilization of the communication resources of the nation undertaken by the staff of the Bell System at the request of the Secretary of the Navy, with the coöperation of the Navy Department, the Secretary of the Navy sitting at his desk at Washington, talked by radio telephone with Captain Chandler of the battleship *New Hampshire* cruising under orders off the Virginia Capes, the captain reporting his position every hour to the Navy Department.

The use of the radio telephone in connection with the wire system was demonstrated on this occasion, when the commandant at Mare Island was able to converse with Captain Chandler of the *New Hampshire*, while the battleship was battling with a storm on the Atlantic Ocean. This conversation was transmitted over the transcontinental wire circuit from Mare Island to Arlington and thence by wireless to the ship at sea.

In this test radio apparatus developed by the engineers and scientists of the Bell System was used.

Ohio Bell Man Joins A. T. & T. Staff

HOWARD O. LEINARD, of the Ohio Bell Telephone Company, has become a member of the staff of E. K. Hall, vice president of the American Telephone and Telegraph Company, and on June 1st he resigned his duties as general contract agent of the Ohio Bell to take up his new position.

Mr. Leinard's duties will be confined primarily to relations with connecting companies and his headquarters will be in Cleveland.

At the time of the consolidation of the Ohio Bell and Ohio State Telephone Companies, Mr. Leinard was general manager and treasurer of the latter organization which was said to have been the largest independent telephone company in the country. After the consolidation he was made division manager of the Ohio State division.



HOWARD O. LEINARD

Digitized by Google

PIONEER CONVENTION PLANS WELL UNDER WAY

Features in Cleveland Announced—To Include Business Meeting, "Surprise" Program, Dance, Big Outing and Banquet

PLANS for the annual meeting of the Telephone Pioneers of America, which will be held in Cleveland, Ohio, September 29th and 30th, are assuming definite shape and some of the features are ready to be announced.

Illinois pioneers and their families and friends will travel from Chicago to Cleveland on a special train over the New York Central Railroad, arrangements for which have been completed by a committee from Theodore N. Vail Chapter No. 1, which was organized in Chicago last month. Any and all pioneers and their families and friends who can make it convenient to connect with this train at any of the stations at which it is scheduled to stop, are welcome to join the party. The train will leave Chicago from the La Salle Street station, La Salle and Van Buren streets, at 10:25 a. m. (Central time) September 28th and arrive in Cleveland at 7 p. m. (Eastern time). Stops will be made at Englewood, 10:37 a. m.; South Bend, 12:20 p. m.; Elkhart, 12:50 p. m. and Toledo, 4:40 p. m. (Eastern time). At Toledo it is expected that the delegation from Michigan will join the party. The regular train leaving Detroit at 12:01 p. m. (Central time) and arriving at Toledo 1:47 p. m. (Central time) will carry this delegation. It is also expected that pioneers from all western states will join the train at Chicago and that other pioneers will be picked up en route.

The total railroad expense, going and returning, between Chicago and Cleveland for this meeting will be $22.92, including parlor car seat both ways. Fare for the round trip is equal to one way fare plus one-half. To obtain the benefit of this rate, it will be necessary for each person, who expects to ride on the special train, to obtain a certificate from the ticket agent at the time he buys his ticket, which will be at the full rate, $12.28. With this certificate, a return ticket may be purchased in Cleveland for $6.14. The parlor car fare is $2.25 each way. Be sure to tell the agent that you want a ticket via the Telephone Pioneers of America special train to Cleveland and be sure that the ticket reads that way. And be sure to ask for and get the special certificate.

The fare from Englewood to Cleveland is $12.04, parlor car, $2.25; from South Bend to Cleveland, fare $9.21, parlor car, $1.95; Elkhart to Cleveland fare $8.65, parlor car, $1.88, and Toledo to Cleveland, fare, $3.86, parlor car, seventy-five cents. By obtaining a certificate at the time the going ticket is purchased, the return ticket to each of these places will be obtainable at one-half rate.

Any person in the United States attending the pioneers' meeting may obtain the benefit of the one-half rate returning all the way from Cleveland to his home town by asking for and getting a certificate from the agent in his home town at the time he buys his going ticket. This arrangement will prevail whether the passenger travels on a special train or on regular trains of any railroad, provided each passenger obtains a certificate from the agent at his home town, reading "Annual Meeting Telephone Pioneers of America, Cleveland."

Returning, the Chicago special train will leave Cleveland at 8:30 a. m. (Eastern time) Sunday, October 1st, and will arrive in Chicago at 4 p. m. (Central time). Stops will be made at Toledo, Elkhart, South Bend and Englewood. At Toledo connection for Detroit will be made.

Dining cars will serve meals on the special trains both going and coming.

The Telephone Pioneers' arrangement committee from Theodore N. Vail Chapter 1 consists of: H. A. Mott, chairman; S. J. Larned, J. B. McLaughlin, A. G. Francis, A. P. Allen, C. H. Kehnroth, J. P. Hanson, Mrs. C. M. Moore, Mrs. Mary Langan, John H. Passman, Miss M. Woods, Miss Sadie Woods, Miss M. McCormick, Miss G. M. Leeseberg, Miss Mary Foley, E. H. Bangs, William J. Speer, Miss Harriet Binmore, Mrs. J. Birdsall, Miss E. McDonald, George Hopf, A. T. Irwin, H. W. Bang, W. J. Maiden, J. W. Wolcott, Harry D. Agnew.

Although the meeting does not officially open until Friday, September 29th, it is expected that a large number of the visitors will reach Cleveland on Thursday. A delightful affair has been planned for Thursday evening when an informal dancing party will be given at the Hotel Cleveland in honor of the visiting pioneers.

Friday morning the meeting starts off with a rush. Registration will be the first event on the program from eight to nine o'clock at the Hotel Cleveland.

At ten o'clock the delegates to the meeting will come to order for the first gathering in Cleveland and general business of the organization will probably be transacted. In the afternoon at two o'clock a general meeting of the Pioneers' Association will begin at the Hotel Cleveland and the program includes speeches by officers of the organization and distinguished guests.

At 7:30 p. m. the visitors will assemble at the hotel and go to the Cleveland Public Hall where the program which begins at eight o'clock will be in charge of General John J. Carty. Some features of this meeting are not ready to announce as yet, but it is promised that they will be well worth "the price of admission," which is free to pioneers and their friends. It is considered probable that an invitation will be extended to many Cleveland citizens to attend this evening demonstration as the huge hall will seat more than 10,000 people. Music and other entertainment will be features.

Saturday the big outing at the Cleveland Yacht Club will be the attraction. On a beautiful little island in the Rocky River facing Lake Erie, the yacht club is an ideal spot. Special street cars will take telephone people to the club where they will take possession for the day. There

NOW IS YOUR TIME TO JOIN.

Every telephone man and woman who is eligible ought to be a Pioneer. Now we have a chapter of our own. Theodore N. Vail Chapter No. 1, the first local chapter to be chartered in the United States, is fully organized and ready to welcome you to membership. It costs you only $3 the first year and $2 per year thereafter to be a Pioneer.

The qualifications for membership in the Telephone Pioneers of America, as set forth in the constitution of the pioneers, are as follows:

> Any person of good standing who, at the time of making application, is employed in the telephone service and has been employed in the telephone service or its associated interests for a period of twenty-one years.

For application blanks and further information apply to William J. Maiden, Secretary, 212 West Washington street, Chicago. Telephone—Official 9300, Extension 555.

If you have signed application for membership or contemplate doing so, you are cordially invited to make the trip to Cleveland in September with the members of Chapter No. 1.

JOIN NOW AND BOOST THEODORE N. VAIL CHAPTER NUMBER ONE.

Digitized by Google



JOHN L. SPELLMAN

Publicity Manager
ILLINOIS BELL TELEPHONE COMPANY
WISCONSIN TELEPHONE COMPANY

Digitized by Google

Digitized by Google



HIGH SCHOOL GRADUATES FROM CHAMPAIGN EXCHANGE

Left to right, standing—Edna Fleming, Mildred Leemon. Sitting—Alice Broom, Helene Leemon, Marguerite Paul. A wise man once said that a person couldn't have more than one iron in the fire at once and be efficient, but the girls at Champaign have proven this theory to be all wrong. This year five girls from Champaign office were graduated from Champaign High School. All this time they gave good service at the office. All day long at school they studied and forgot that they labored six hours a day in the telephone exchange; all evening from four o'clock until ten they forgot they were laboring under the cares of high school girls. Each one of them made her credits in each subject. Miss Helene Leemon passed the state scholarship examination and is now able to attend the University of Illinois for four years without cost. She is the information operator and anyone can see that she knows more than telephone numbers. Miss Frances Hansons, another Champaign operator, is attending Brown's Commercial School. (Miss Hansons' photograph is not shown in the group.)

will be a general reunion with dancing and other amusements, boat rides, swimming and games. Charles G. DuBois, president of the Western Electric Company, will be the speaker of the day. The pioneers will be guests of the Western Electric Company at this outing and at luncheon to be served at 12:30.

The party, according to the present schedule, will return to the hotel at four o'clock and at 6:45 assemble for transportation in special street cars to the Masonic Temple, where they will be guests of the American Telephone and Telegraph Company at the annual banquet. Miscellaneous entertainment will be furnished by The Ohio Bell Telephone Company chorus and orchestra.

Good Start Made in Sale of A. T. & T. Stock

ILLINOIS Bell employees are making a success of the plan to have "every subscriber a stockholder." To obtain a wider distribution of American Telephone and Telegraph Company stock it is planned to sell 12,000 shares between July 1st and January 1st, as explained in the BELL TELEPHONE NEWS last month.

The sales in July were very satisfactory. On the day the plan was announced a modestly dressed woman applied at the cashier's window for ten shares. In filling out the order she stated her home was "in the rear" of an address in a poorer section of Chicago. She was the first new partner.

When the plan was announced the Publicity department sent stories about it to various publications. The next day a magazine editor called and said he intended printing the story.

"But how about me—from whom do I buy?" asked the editor.

The Publicity man took his order for ten shares.

An odd order was one taken by a supervisor in the Traffic department in Chicago. When she had explained to a friend the advantage of owning A. T. & T. stock she was handed wage checks of a railroad company amounting to $857 and instructed to get as many shares as that would buy. For some peculiar reason the woman had not cashed her husband's wage checks for many months. Her order was filled.

M. S. Johnson Transferred to Traffic Department

MORTEN S. JOHNSON, who has been with the telephone company during the last fifteen years, was transferred last month from the vice president and general manager's office to the Traffic department. Mr. Johnson started working for the telephone company July 5, 1907, in the office of W. R. Abbott when the latter was superintendent of the Suburban Commercial division. During thirteen of the last fifteen years Mr. Johnson has been a familiar figure in Mr. Abbott's office, having served as chief clerk, secretary and office manager.

Miss Anna B. Raymond is now secretary to President Abbott, and Philip Stockhausen is chief clerk for F. O. Hale, vice president and general manager.

"Five Years for Good Conduct"

IN the heading of the trail blazer story about Frank Merriman last month, he was credited with twenty-seven years' service. Mr. Merriman has been with the Bell System thirty-two years, having started with the Wisconsin Telephone Company in 1890. He has been in Chicago twenty-seven years.

Digitized by Google

—L

HYDE PARK—A PART OF CHICAGO

Was First Town to Have Chicago Suburban Train Service—Has World's Longest Switchboard

NOT many years ago the south boundary of the City of Chicago was Thirty-ninth street. Beyond and east of Cottage Grove avenue was the famous suburb of Hyde Park, which possibly may have been named from its fancied resemblance to the London suburb of the same name; or perhaps because it was so different.

Be that as it may, we have used the word famous for several reasons, one of which being that Hyde Park appears to have been the first big town in this neck o' the woods to have anticipated the eighteenth amendment, which it did by several years, under the so-called local option act.

Thirty years ago one might have stood at the corner of Sixty-third and Cottage Grove avenue and counted scores of saloons on the east side of the avenue, with not one across the way. The west side was the Town of Lake, the east Hyde Park —but that is another and a different story.

From the very first Hyde Park seemed destined to become a wonderful suburb. Destined, did we say? Not all destiny, for city-building is not unlike character building, and at least in this case may better be described as about ten per cent destiny—and ninety per cent energy and determination of its founders and their successors that brought to a realization their great expectations.

Today and for many years Hyde Park has ceased to be a suburb—technically though, since its annexation by the city of Chicago it has retained the atmosphere and character of a suburb —to a marked degree.

In the good (?) old days of the horse car and later the "grip" or cable cars, Hyde Park, like other suburbs, was quite a distance from the business portion of Chicago. As measured in units of time and street car speed there are many, very many, who can remember when a trip to Hyde Park was, to say the least, an experience, and, unless one was accustomed to it, an ordeal.

Think of it, an hour and a half or two hours on the way sitting in a "dinky" horse drawn street car with its long side seats; a little bell hung to the car axle, tinkling as it ran, to warn people of its approach.

In winter the floor of the car was covered with straw to absorb the snow in case it should melt, though there were no stoves; and at night lighted, if such a word may be used, by two little flickering smoking "coal oil" lamps, one at each end of the car.

Such was the kind of an outfit that carried Hydeparkians between "downtown" and Thirty-ninth street and Cottage Grove avenue. At Thirty-ninth street the horses were unhitched and a little wheezing, snorting steam locomotive hauled the car down Cottage Grove avenue to Fifty-third street and then east on Fifty-third to Lake avenue, now known as Lake Park avenue.

In the light of present-day speed and conveniences of the steam and electric roads and the automobile such travel as described seems scarcely imaginable, yet it was improved transportation that gave the Hyde Park its start and is largely responsible for what it is today.

At the time of which we speak, a large portion of the town was owned by Paul Cornell, who may properly be called its founder. He was a most enterprising citizen, one gifted with a genius for doing the things he set out to do, and the upbuilding of Hyde Park was one of the prime ambitions of his life—and he lived to realize it. Mr. Cornell knew that the one thing necessary to make Hyde Park popular and important was easy transportation, and the old "Dummy" line did not meet requirements.

Accordingly he went to the offices of the Illinois Central railroad and suggested that trains be stopped at Fifty-third street for the accommodation of local passengers to and from the city.

It is said that the railroad flatly refused to do this on the ground that it cost too much to stop and start trains.

If they thought an argument like that made any impression on Paul Cornell, they were mistaken.



EXTERIOR OF THE BEAUTIFUL HYDE PARK OFFICE OF THE ILLINOIS BELL TELEPHONE COMPANY

"Just go ahead," said Mr. Cornell, "and stop your trains, I'll pay the losses."

The railroad made Fifty-third street a Hyde Park station for suburban passengers, and this was the beginning of a suburban railway passenger traffic in Chicago that has since become one of the biggest in the country.

It is interesting to note, parenthetically, that the first month's bill for losses due to stopping trains at Hyde Park was about $75 and was made out to Mr. Cornell by the auditor of the railroad —George B. McClellan, the General McClellan of Civil War fame. The original bill was kept as a souvenir, hanging framed in the Hyde Park railroad station for many years.

Mr. Cornell three times built the Hyde Park Hotel, it having been twice destroyed by fire. On these occasions it was located on the lake front in

Digitized by Google

SCENES IN THE BEAUTIFUL HYDE PARK DISTRICT OF CHICAGO.



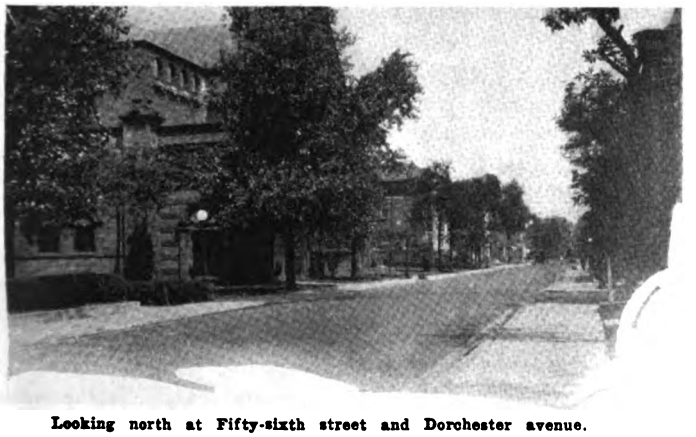
On the "Midway," west from Dorchester avenue.



The Chicago Beach Hotel, the new structure on the right and the old on the left.



John Wentworth, a pioneer Chicago citizen, who at one time owned a great part of the site of Hyde Park.



Looking north at Fifty-sixth street and Dorchester avenue.



Old Hyde Park telephone office.



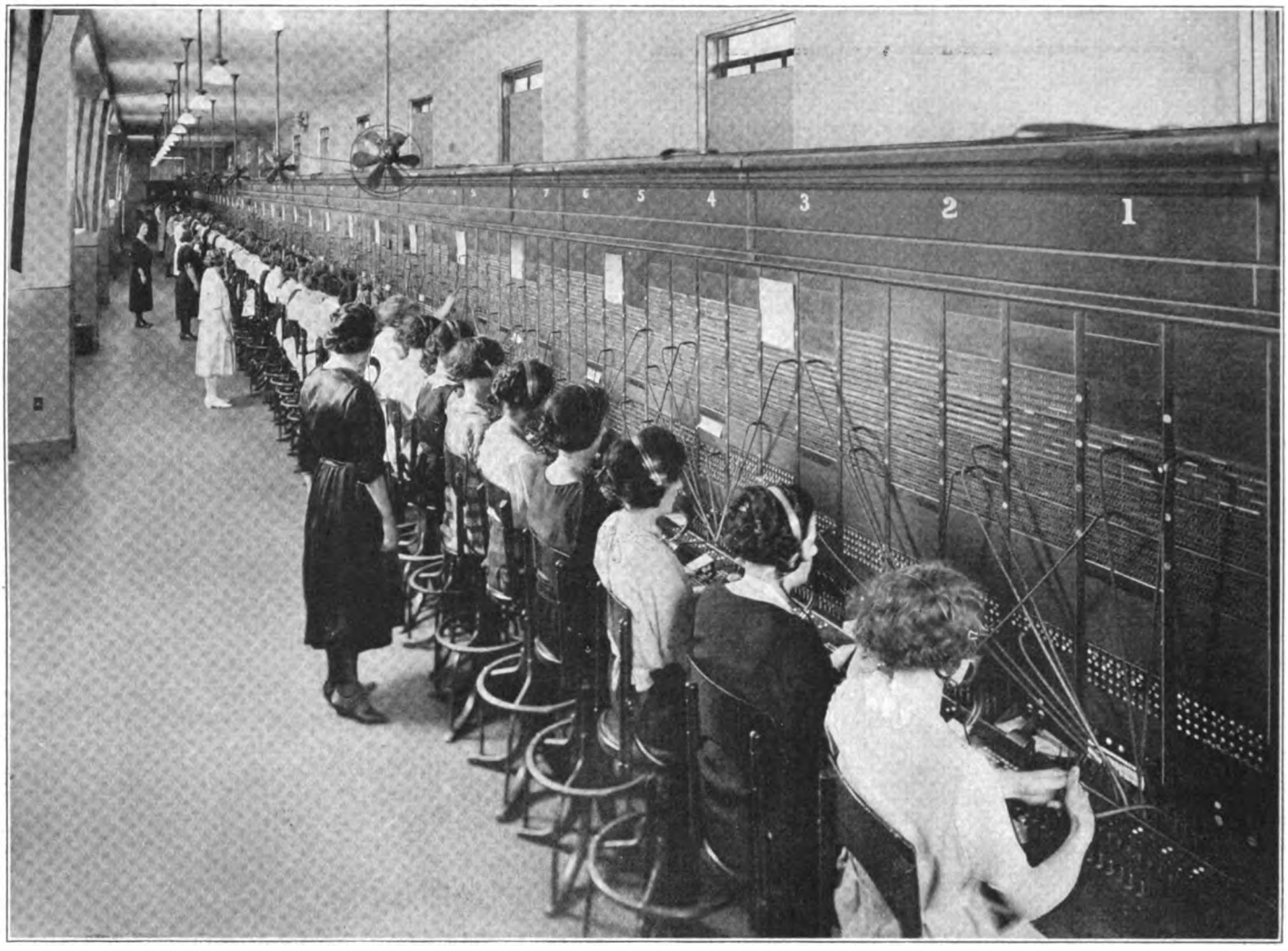
Old Hyde Park telephone office (shown above, at right) converted into an apartment building.



This is the same location that is shown diagonally above, except that it is several decades earlier.

Digitized by Google

—L



THE WORLD'S LONGEST SWITCHBOARD
"A" board at the Hyde Park office, Chicago, from a recent photograph.

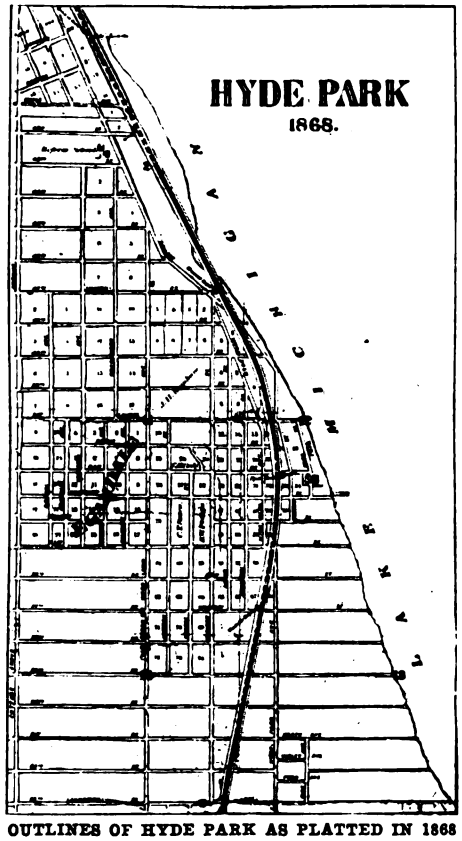
the space now known as East End Park. After the second fire Mr. Cornell rebuilt the hotel, choosing as a location Fifty-third and Lake avenue where it now stands—though much enlarged and improved. The land previously occupied by the hotel was gratuitously deeded to the city to be forever used as a park. After the death of Mr. Cornell the deed was contested, but the city won the suit and carried out the will of the donor.

It would be manifestly impossible and unfair to make any attempt to recite the names of all the Hyde Park notables—their name is legion—though we do stop to mention the honored name of Professor Burnham, who died about two years ago. Professor Burnham accomplished wonders in the astronomical field—and earned a world-wide reputation before we, his neighbors, learned to know him.

We also understand that General John J. Pershing at one time lived across the street from the Hyde Park school and was a pupil there.

Hyde Park has within its confines very many large hotels, representing millions in investment and structures that are imposingly great.

Then there is the one and only great University of Chicago that needs no eulogy.



OUTLINES OF HYDE PARK AS PLATTED IN 1868

The residences and churches of Hyde Park are particularly impressive, and the fact that the whole district seems to be imbued with the spirit of forestry adds much to the picturesque beauty of the place. In the summer time especially, it is certainly one great park.

It is now thirty years since the work of building the World's Columbian Exposition was begun, and Jackson Park was temporarily dedicated for that purpose. Never in the history of man had such an undertaking been projected, and any description of the result has always fallen short of the thing itself. Through this wonderfully beautiful exposition, millions of people were attracted to Chicago to visit the fair in Hyde Park.

And this great fair was the occasion of a phenomenal growth for Hyde Park. Many thousands of buildings were erected—true, many of them wood because of the urgency, but they were for the most part reconstructed or replaced by more substantial structures, and this was the period of Hyde Park's most rapid development. But it has been steadily at it ever since and its residents certainly have the unquestioned right to be proud of their home.

We are indebted for some of the information herein contained to John Hibbard

Digitized by Google

who is one of those loyal souls who helps engineer the "old timers" in Hyde Park into having an annual meeting to talk about the years gone by and keep alive the interesting history of the town. Mr. Hibbard tells us that his father was the first Hyde Park telephone subscriber, and that the line ran from his house to Dow's drug store on the southeast corner of Lake Park avenue and Fifty-third street in the same building that stands there today. He remembers quite distinctly the "switchboard" which he now describes as a narrow strip of rubber with ten or twelve other lines terminating thereon.

This is some contrast as compared with the present Hyde Park "A" board which while not the largest board in the world does hold the distinction of being the longest in one straight line.

Fourth Estate Operators Visit Central Offices

CHIEF operators of private branch exchange boards in Chicago newspaper offices visited local, toll and long distance operating rooms last month as guests of the Illinois Bell Telephone Company.

These visits should result in closer coöperation between the forces handling the printed and the spoken word. Miss Emma C. Gehrke of the *Chicago Daily News* (DEArborn 1111), said in a letter following her visit, "I want to thank you for the delightful luncheon and wonderful visit through toll and long distance. It was an educational tour, and will not only assist me in my daily work but will bring about a greater coöperation between my people and yours. I hope to have my operators visit toll and long distance offices in the near future."

Mrs. Winnie Rammage of the Chicago office of the Associated press (STAte 7700) wrote as follows:

"I am very glad to have had an opportunity to visit the long distance office. After seeing the efficient manner in which the operators handle the calls, and the constant supervision from the time the call is placed until its completion, I know that my calls will be completed within a reasonable time so far as lies within the power of the operator. I used to think there might be a chance of a call going astray but my visit enlightened me.

"Coöperation on the subscriber's part is an essential. Many are too hasty to blame the operators for any thing and every thing, and a little thought on our part will help.

"The long distance operators have unlimited patience, and in my experience with them, have yet to have one of them speak sharply or hastily in taking my calls.

"The work is very interesting and if every subscriber who has any long distance business, as well as every P. B. X. operator, would give a little time in learning just how calls are put through, the patience and courtesy required, often under trying conditions, it would be time well spent."

A letter from Miss Louise Healy of the *Abendpost* (FRAnklin 5900) said, "It affords me great pleasure to thank you for the courtesies extended to me during the luncheon given by the Illinois Bell Telephone Company. The very instructive tour following the delicious meal brought out many important and new points which without doubt will help to make the telephone service of an incomparable city the most perfect in the world."



A GROUP FROM THE FOURTH ESTATE

P. B. X. operators of Chicago newspapers visited Main and Long Distance offices in Chicago on June 2nd. Left to right—Winnie Rammage, Associated Press; Ethlyn Rump, P. B. X. instructor: Emma Gehrke, Daily News; Louise Healy, Abendpost.

June 14th Was Gala Day in Mt. Vernon

By T. O. Fox, Manager at Mt. Vernon.

JUNE 14th was Knights of Pythias and Flay Day in Mt. Vernon, and with the combined efforts of the Chamber of Commerce and the K. of P. lodge Mt. Vernon appeared as an entirely different place in her gala day attire. The handling of the program for the day was ably carried out by Judge Albert Watson, assisted by the Pythian lodge and Morris Emmerson.



TELEPHONE FLOAT AT MT. VERNON, ILL.

secretary of the Chamber of Commerce.

Hundreds of visitors came in automobiles, one of the largest delegations being thirteen cars from Harrisburg, Illinois. A special train on the W. C. & W. R. R. carried delegates from Tamaroa, Willisville, Duquoin, Sparta and Chester, Illinois.

There were visiting bands from Fairchild, Harrisburg, Duquoin, Benton, McLeansboro, Eldorado and Salem. One of the outstanding features of the program was the playing of Duquoin's juvenile band composed of thirty school boys. Salem sent a genuine "rube" band attired in "rube" costumes, whose playing was very pleasing. The Harrisburg band brought a trio consisting of a bagpipe, accordeon and drum which attracted much attention.

Pythian Sisters and Boy Scouts helped the visitors have a good time. Castle Hall, the Elks Club and rooms of the American Legion provided meeting places and rest rooms.

In the afternoon there was a parade of decorated automobiles and floats. In this the Illinois Bell Telephone Company's float made a very good appearance and we have received many compliments on it. June 14th will stand out as a great day in Mt. Vernon.

Digitized by Google

—L

New Telephone Building in Main Group, Chicago

DEMOLITION of the buildings at the southwest corner of Washington and Franklin streets, Chicago, has been started to make way for the new Telephone Square building. The new building will be finished as soon as possible, according to A. Irving St. John, who is erecting it for the Illinois Bell Telephone Company.

The Telephone Square building will be thirteen stories high with foundation and walls capable of supporting five more stories should they be needed. It will be of steel frame construction. The exterior will be of variegated gray brick with putty-colored terra cotta trim. There will be marble trim at the entrance. All the stairways will be of marble and the finishings throughout will be of select golden oak. Three high speed elevators and one freight elevator will be provided.

The new structure will front 101 feet on Washington street with a depth of 81 feet on Franklin street. The main entrance will be on Washington, near the Franklin building. There will be six shops on the ground floor.

The building was designed by Architect John Archibald Armstrong. When completed the project will represent an investment of $1,400,000. The telephone company, which will use the building for general offices, has signed a twenty-five year lease at a fixed annual rental of $87,500. The telephone company will pay the taxes, insurance and maintenance expenses.



TELEPHONE SQUARE BUILDING BEING ERECTED FOR THE ILLINOIS BELL TELEPHONE COMPANY AT THE SOUTHWEST CORNER OF WASHINGTON AND FRANKLIN STREETS, CHICAGO.

Champaign Men Make a Friend for Bell System

A FLIVVER engine will not run without gas—a statement which in itself lacks any startling aspect, but which when proven to one upon the road far, far out in the woods is seared into one's mind indelibly. That is what happened to a St. Louisan recently when he was returning over the Dixie Highway to St. Louis from Chicago.

With a few dismal puffs and several spluttering jerks his flivver with the tank as dry as Volstead ever wanted the United States to be, stopped dead upon the highway of bustling commerce with a lack of bustle that was appalling.

More fortunate drivers sped by him unheedingly, one after another. None of them stopped to help the stranded machine. Then far off in the distance, what proved to be a flivver with a truck body on it appeared. By this time the stranded driver had quite given up hope of ever attracting anyone so he could replenish his supply of fuel, and then with a last desperate wave he "flagged" the two men riding in the approaching car. What is more—they stopped!!

"Have you got about a quart of gas you can spare?" the stranded driver asked.

'Sure," one of them replied, "but what is better still, we will tow you in to the next town to a filling station."

And suiting action to the word both scampered out, got a large rope from the body of the machine and hooked it onto the stalled flivver. Merrily the twain made their way along the road for several miles and as they drew up to a filling station in the next town, the St. Louisan chanced to see on the side of the truck the seal made famous by the Bell System, and after thanking very profusely the two occupants inquired why they were so considerate of stranded travelers

"Well," the first speaker, who proved to be Bert Chance, plant chief at Champaign, said, "I find it pays to follow the Golden Rule in many ways. Sometimes those we pick up on the road and tow in when they are broken down are people whose trees we might want to trim later on to make room for wires and ordinarily we have a difficult time getting consent to do this. After we have towed a person, or given some other service, of course we don't have any trouble getting coöperation."

William Lentz, of the Champaign plant, and the other occupant of the truck, then took up the conversation.

"Whether it is someone with whom *we* are going to have dealings directly or not, *some one* connected with the company will, it is reasonably certain, and if we instill in the minds of people the idea that employees of the Bell System are going to look after their interests in every sense of the word, it is going to be a good thing," he said. "Maybe some person will become peevish because he doesn't get the number he calls and might think. 'This service is terrible.' But if that person happens to be someone whom we have done some personal service for in the past, that deed is going to be remembered and he will say, 'Well, at least these people try and we all are liable to make mistakes once in a while.'"

The St. Louisan had his tank filled, and proceeded after them, and a believer in Bell System service was made out of one who sometimes had had his doubts. He told the story to a Southwestern Bell Telephone Company man, who sent it to the BELL TELEPHONE NEWS, otherwise it might have gone untold.

Digitized by Google

THE CAMERA'S EYE

SOME SNAPSHOTS OF THE MONTH IN ILLINOIS



Mr. and Mrs. George Glaeser. They were married on June 17th.



A few girls from the Auditor of Disbursements office who journeyed to the Glencoe Forest Preserve one Sunday last month.



Mary Thilmany, Winnie Mason and Rose Hesch, happy girls at Rogers Park office.



Winnie Mason of Rogers Park office gets in twice.



Bunco Club, composed of girls of the Auditor of Disbursements office.



W. W. Newcomb, repairman at Stewart. He makes a living with the telephone company and plays with a chicken farm at Orland.



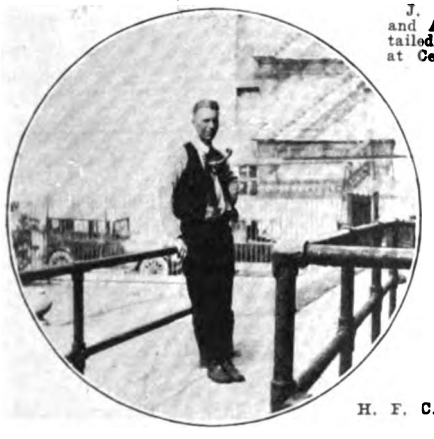
J. Dearborn (left) and A. D. Swanson detailed on 550 C boards at Central office.



Mrs. F. C. Duennes. She was Miss C. Kean, payroll clerk of the Oak Park district office, before her marriage on June 17th.



Mrs. C. B. Crow and son, Donald, wife and son of C. B. Crow of the Building department. Mrs. Crow won the fly casting championship of Washington Park on July 4th. The son is also a fast amateur caster.



H. F. C. Planthaber, Yards repairman.



W. E. Bogan, repairman at Yards office.

Digitized by Google



TELEPHONE FLOAT IN VARIOUS PARADES GIVEN PRIOR TO THE OPENING OF THE PAGEANT OF PROGRESS IN CHICAGO
The float was designed by the Publicity department. The young ladies riding in the car in each case were chosen from the telephone office of the district covered by that parade.

Telephone Is Important at Pageant

HOW the sound of human speech is carried by telephone from one side of the United States to the other is shown in the exhibit of the Illinois Bell Telephone Company at the Pageant of Progress exposition on the Municipal Pier, Chicago, from July 29th to August 20th. The telephone exhibit is one of the largest and most conspicuous in the Pageant and, on the opening and subsequent days has been crowded with appreciative visitors. The exhibit occupies 800 square feet in Section "T" in the center of the north wing of the pier.

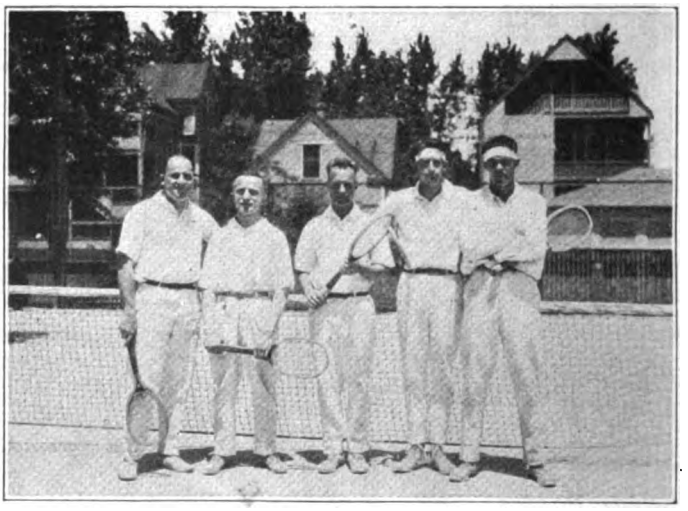
In the center of the space is a large double map, on one side of which is shown the geographical locations of Chicago, Milwaukee, New York, St. Louis and Los Angeles. The factors involved in making a long distance call are demonstrated by means of illuminating transparencies. A lecture explaining the various steps is delivered by demonstrators, who are employees of the Long Lines and Toll departments. The transparencies are operated by the demonstrators by means of a switch. The calling subscriber, the "A" operator, the recording operator at the various cities through which the call passes, are shown on the transparencies as the lecture progresses. Calculagraph and toll tickets are exhibited and explained to those interested in the method of timing calls.

Back of the map is another of similar proportion on which is illustrated the path of a call from Havana, Cuba, to Catalina Island, California, including the submarine and radio sections of the line. Small lamps inserted at different points represent switching and repeating stations. These lamps are lighted in proper sequence, automatically indicating the route of the call.

At the ends of the map are shown two demonstrating panels, by which the handling of city calls is explained. The exhibit also contained transparencies illustrating activities of the different departments and also of the employees' associations. A repair desk and test desk by which the handling and testing of reported trouble is explained, are also features of the exhibit.

Throughout the Pageant an effort has been made to explain to the public the workings of the Pink Ticket System. This is not merely a demonstration but is the actual operation of the plan itself, as pink tickets are made out wherever the necessity is brought to the attention of any of the employees on duty at the exhibit.

A telephone float, designed and decorated by the Publicity department, took part in a number of parades prior to the opening of the Pageant. This float was of simple but dignified design and represented the all-embracing scope of the telephone service. Surmounting a figure of the familiar Blue Bell was a telephone operator and below her in the body of the float a number of others with their head sets. This float was received with great enthusiasm at all the parades in which it participated.



ILLINOIS BELL TELEPHONE TENNIS TEAM AT IRVING OFFICE
Left to right—Messrs. Buzzero, Hessler, Mehringer, Leeds and Rowley.

Digitized by Google

ANOTHER PAGE OF SUMMER SNAPSHOTS IN ILLINOIS.

Another group of Rogers Park girls—Elizabeth Schiltz, Mary Thilmany, Mamie Weber, Rose Hesch.





Douglas operators at a shower given in honor of Miss Anna Ford. Left to right—Catherine O'Gara, Nellie Peyton, Marian Filan, Mrs. Mary O'Brien, Mrs. Katie Conners, Mrs. Patrick Maloney (nee Anna Ford). Bride, Miss Helen Shanley; groom, Miss Sarah Filan.



At left—Miss Sara Loughery, supervisor of class rooms, Operators' Training department, on the board walk at Atlantic City.



Miss B. V. Pritchard, principal of the Operators' Training School. The photograph was taken at the White House in Washington.



Miss Ruth Cathaway of the Rogers Park office, Chicago.



Mrs. W. Weir, formerly Miss Elsie Rix of the Operators' Training department, a recent bride.

Below—Mr. and Mrs. John Rogers. Mrs. Rogers was Lorretta Roche, a Wabash operator. The bridesmaid, Miss T. Strohmaier, is also a Wabash operator.





A group of Wabash girls visiting Miss Watson at Margaret Mackin Hall.



Wabash girls who hiked to Beverly Hills.



A quartette of tennis players from Rogers Park. Left to right—Anna Barrett, Emma Rent, Margaret Wiegand, Alice Viken.

Digitized by Google

—L

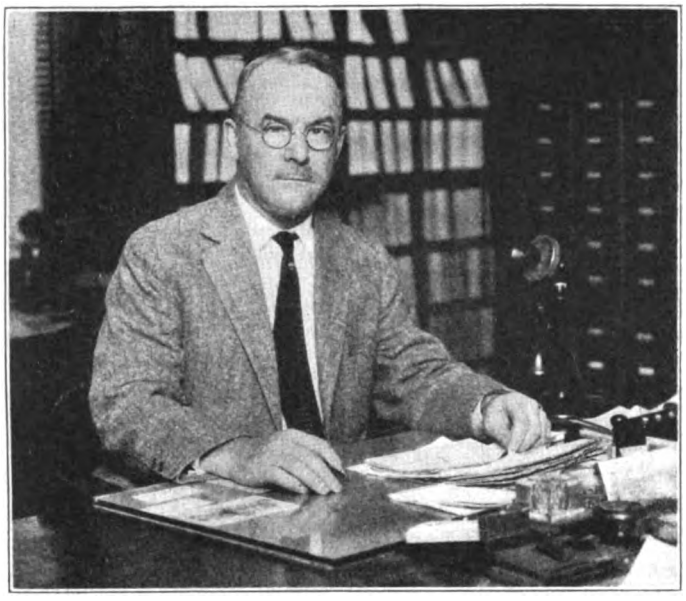
TELEPHONE TRAIL BLAZERS WITH AUGUST SERVICE RECORDS

Russell A. Stevenson

August, 1897—25 Years

Mr. Stevenson has been what is commonly called a "sticker" (be sure to cross the "t") for he came into the Commercial department in August, 1897, and has never left it, which for a telephone man is a rather unique record.

"Steve," as he is familiarly called, came to work as a collector under Mr. Mosley, then treasurer. From collector he took



R. A. STEVENSON

up adjustment work and subsequently became manager of the West Division Collection department on Seeley avenue, Chicago. This was in 1902 and a year later when the divisional collection branches were consolidated into a simple unit, "Steve" came downtown with them.

In 1912 he was transferred to the Credit division and in that capacity has had to do a lot of diplomatic sifting, it being a part of his delicate duty not to offend a subscriber by trying to collect a bill that was contracted by another person of the same name. If you will but glance over the telephone directory to see the number of persons with the same surnames you may realize the delicate job the credit man has—always being careful not to tread on the toes of the wrong man.

Mr. Stevenson has earned a "stick to it" medal as well as his title of supervisor of credit.

—

William M. Ledwell

August, 1902—20 Years

Before there was any regular Employment department—when the head of each division selected its own people, William Ledwell got a job from Mr. Ramsay in the Contract department.

He began as a typist and his first work was in connection with the issuance of telephone orders.

Later he went with the special correspondence division under D. A. Bond, where he combined the duties of stenographer, typist and clerk.

About this time the Employment department was born; we say born because it started out in a very unpretentious manner, just developed from a necessity, a natural evolution that has since brought about a thoroughly organized and efficient department.

In the beginning the Special Correspondence, the Employment and the Mailing divisions were all under the same head (at that



W. M. LEDWELL

time Mr. Bond) and when he left Mr. Ledwell was appointed acting employment agent, subsequently being raised to the full title of Employment agent.

By way of statistics it is not uninteresting to know that the Employment division last year handled nearly 40,000 applications—quite an army to meet even one by one.

—

John P. Driscoll

August, 1891—31 Years

That's a long time, John—and may it be much longer.

Mr. Driscoll came with the telephone company as a foreman in the installation work, and while his experience has not been limited to installation alone, he has been a foreman in the private branch exchange work in the Chicago territory—lo, these many years.



JOHN DRISCOLL

We made the attempt to get John's picture and biographical sketch a year ago—at the end of thirty years' service—but unfortunately he was then ill at home and now a year later he has again used the same excuse to "dodge publicity." So far as pictures are concerned we could almost tell you how he looks, but being prejudiced in his favor, we might overdraw the picture, so we unearthed an old identification card. Wth no reflections on our photographer, it does not do John justice, if for no other reason than that the genuine Driscoll smile is not there in all its glory—for he always has it with him—and we are willing to wager that although he may now be at home sick he will "smile through."

A smile, if it is real, makes friends, and John has them.

—

Alonzo D. Hawk

August, 1882—40 Years

IT was about August 1879 when Mr. Hawk actually began his service as operator in Kansas City—and at the time when pony crown receivers, Blake transmitters and Law switchboards were "up to the minute" equipment.

Digitized by Google



A. D. HAWK

Sounds like stuff from the dark ages—but if you don't remember—ask Mr. Hawk, he knows.

After a while as telephone operator he felt the farm urge coming on—and went back to the country to dig potatoes, milk cows and what not.

Like the more or less brave soldier who ran away that he might live to fight another day—he came back—three years later.

Recently it was shown that during the three years absence—Mr. Hawk was thrice "called to the telephone colors"—that is he came back to help in repairing damage during and after severe sleet storms.

There is no need of recounting all the positions that he has held in the organization—only to mention that during the seven years that the Western Union Telegraph Company was associated with the Bell System Mr. Hawk had charge of the joint cable and assignment work.

When the Western Union became again dissociated Mr. Hawk chose to remain in the telephone business and accepted the position of night city wire chief.

He says that he expects to hold the job for ten years—or until he has fifty years of service to his credit,—then he expects to do nothing (if possible for him) and draw half pay for the next hundred years.

—

Joseph W. Rauch

August, 1902—20 Years

Joseph W. Rauch is in the Chicago Commercial department where he has been for nearly twenty years.

On coming to work he started as a stenographer with Mr. Ramsay, then he heard of the Contract department, a couple of weeks afterwards he was appointed clerk, then supervisor in the order division, and now under the present organization he is head clerk of the Counter division in the Chicago commercial office under Mr. Luscombe.



J. W. RAUCH

Mr. Rauch very properly feels the importance of his division, for it is at the Commercial department counter that our new subscribers usually get their first impression concerning us and our business. He says that meeting and dealing with the public is a service of the highest order, full of experiences, that should broaden the view of anyone who tries to serve in that capacity.

In passing, it is worthy of note that Mr. Rauch and Mr. Ledwell, head of the Employment division, both came to work on the same day, August 12, 1902, and on that occasion formed an acquaintance which ripened into a close friendship of twenty years standing.

Frank Baldwin

August, 1898—24 Years

Speaking of Frank Baldwin, we mean the one in the Chicago Maintenance department, where he has been continuously for the last twenty-four years.

Frank and the telephone company got together for two simple, though important, reasons: First, Frank needed the money; second, the company needed the work.



FRANK L. BALDWIN

The company agreed to pay, and Frank said he would work and though not even "a scrap of paper" it has been a good contract for both of them ever since. He began in the equipment division, first checking orders, then giving out material to installers and distributing the work. Today under the later routine methods, this is called dispatcher's work. Then he went with Mr. Ford as chief timekeeper and expense clerk, and became chief statistician for the Maintenance department.

After two years in the Plant Accounting with Mr. Harriman he was appointed chief clerk in his department and now holds the position of supervising clerk in which capacity he is still overseeing P. B. X. orders, and there are few subscribers in Chicago that have not at one time or another met Frank Baldwin by telephone.

New Committee Named to Consider Vail Medal Cases

IN connection with the Theodore N. Vail medals for noteworthy public service, the following committee has been appointed by President Abbott to consider the cases presented for the year 1922: F. O. Hale, vice president and general manager, chairman; S. J. Larned general traffic superintendent; R. N. Patchen, chairman Traffic Employees' Federation; F. Redmund, general plant superintendent; H. E. Robb, president, Plant Employees' Association; A. R. Bone, general commercial superintendent; W. J. Oetjen, president Commercial Employees' Association; U. F. Cleveland, general auditor; E. C. Beardslee, president, General Office Employees' Association; H. W. Bang, secretary.

This will be known as the committee on medal awards.

Under the former organization the cases submitted were first considered by the employees' committee on recommendation. This committee then forwarded all cases with its recommendation to the committee on awards for final consideration and decision. In view of the fact that this plan required the double consideration of each case it was thought advisable to combine the two former committees forming one committee with a smaller membership.

The new committee asks that if you know or have heard of any employee in our ranks, who by loyalty, devotion and thought of "service first" was inspired to accomplish some unusual act which is outstanding in its value to the public and the thousands of employees making up our organization, be sure to interest yourself at once in order that no deserving act will be overlooked.

Forms for reporting cases may be obtained through your department head.

It would be an injustice to your fellow employees to overlook a case which has at some time during the year come to your attention. You know the employee who performed the service would not report it, so it is up to you.

Digitized by Google

—L

Bell Telephone News

Published Monthly by
ILLINOIS BELL TELEPHONE COMPANY

B. E. SUNNY, *Chairman, Board of Directors*
W. R. ABBOTT, *President*
F. O. HALE, *Vice President and General Manager*
B. S. GARVEY, *Vice President*
E. G. DREW, *Secretary*
W. J. BOYD, *Treasurer*
U. F. CLEVELAND, *General Auditor*
W. D. BANGS, *General Counsel*
J. L. SPELLMAN, *Publicity Manager*
A. R. BONE, *General Commercial Superintendent*
FRANK REDMUND, *General Plant Superintendent*
S. J. LARNED, *General Traffic Superintendent*
G. W. MCRAE, *Chief Engineer*

Issued by the Publicity Department.

AMORY T. IRWIN, Editor
EVERETT E. FRIGANZA, Assistant Editor

BELL TELEPHONE BUILDING - - - CHICAGO, ILLINOIS

SUBSCRIPTION PRICE—Two Dollars a Year in advance, to all persons except employees of the Telephone Company.

Alexander Graham Bell

THE history of the world presents no parallel to the life of Alexander Graham Bell, inventor of the telephone.

Bell was a young man of twenty-eight when he perfected his epoch-making invention. When he died, at seventy-five, the whole earth was covered with telephone wires and the universal ether itself was beginning to be put into use as a telephonic conductor.

Tardy and grudging recognition, sometimes after death, is too often the fate of the inventor. Recognition did not come immediately to Bell, but his indomitable perseverance and the energy and courage of Theodore N. Vail, that other young giant who stood at his shoulder, forced the world to admit the greatness of Bell's service to mankind, which later took practical form in the development of the modern telephone system.

The inventor fully realized the value and possibilities of his invention. As early as 1878 Professor Bell's vision saw in prospect a grand system of intercommunication between persons in the same city and from city to city throughout the country and the world. His interesting letter on this subject was printed in the July BELL TELEPHONE NEWS. In it he said:

"At the present time we have a perfect net-work of gas pipes and water pipes throughout our large cities. We have main pipes laid under the streets communicating by side pipes, with the various dwellings, enabling the members to draw their supplies of gas and water from a common source.

"In a similar manner it is conceivable that cables of telephone wires could be laid underground, or suspended overhead communicating by branch wires with private dwellings, country houses, shops, manufactories, etc., etc., uniting them through the main cable with a central office where the wires could be connected as desired, establishing direct communication between any two places in the city. Such a plan as this, though impracticable at the present moment, will, I firmly believe, be the outcome of the introduction of the telephone to the public.

"Not only so, but I believe in the future wires will unite the head offices of telephone companies in different cities, and a man in one part of the country may communicate by word of mouth with another in a distant place."

Bell was a scholar and scientist, not an organizer or financier, and it was characteristic that he should not take active interest in the vast details of developing the telephone system. His mind and energies turned to other things, and his achievements in other fields were numerous and important. We in the telephone work must always think of him, however, as the author of the idea upon which our great service is founded. We deplore his passing and join with the world in paying tribute to his memory.

We Can All Sell Toll Service

DURING the summer and fall months hundreds of people are away from home on vacation.

This offers a splendid opportunity for us as telephone employees, to remind our friends of the many social uses which may be made of the toll and long distance service. Let us suggest to our friends that toll service is a delightful and inexpensive way to keep in touch with home and business.

Station-to-station service, which is proving highly satisfactory wherever used, is considerably cheaper during the day than person-to-person service, and in the evening it is one-half the day person-to-person rate. After midnight the rate is only one-fourth of the day rate.

Our friends will be pleased and will thank us for the suggestion to use this service. Let's tell them about it. It will do them a favor and at the same time help our business.

Make it a point to mention the advantage of the toll service to someone every day.

The Drink Habit

IN these days of prohibition and feverish enforcement of the Volstead Act, it may sound a little like high treason to advocate the formation of the drink habit.

Nevertheless, there is one drink habit which we should all cultivate and that is the habit of drinking plenty of water. Water is required in abundance in order that the constant chemical changes in the body, and which mean life and strength, may be carried on. Water is necessary for the proper absorption of digested food. It makes up nearly ninety per cent of the circulated fluids of the body and thus aids in the distribution of food materials from the point where they are absorbed to the various parts where they are assimilated by the tissues.

Dr. Hall, a noted authority on food and diet, speaking of water, says: "Within each living cell of the body water is necessary for all the life processes. It is used by the glands in their elaboration of various products or secretions. Man has in his ingenuity added many things to water, but as a rule, these additions are useless and sometimes harmful. No drink ever devised by man has been as effective for the quenching of thirst as cool, pure water."

The average adult needs about two quarts of water in twenty-four hours. Of course, this quantity will vary with the temperature and the kind of labor one is doing. In very hot weather when one is engaged in hard, manual labor inducing excessive perspiration, the amount of water taken should be increased in order that the processes of waste and elimination may be properly carried on.

Finally, water should never be taken ice cold into the stomach. It should be cool enough to be palatable, that is to taste good; but never ice cold. Also don't gulp it down; drink slowly. And this is of special importance if the water be cold and you are both hot and thirsty. But don't forget to cultivate the habit of drinking plenty of water every day.

Our Objective

THE statement of Mr. Thayer printed on our cover this month is one in which the pilot charts the present position of the telephone business and the course it is to follow. We who are above and below decks plugging calls, keeping books, building and repairing should be interested in knowing our destination and the means reaching it. Mr. Thayer's statement is our newest chart containing this basic information.

Digitized by Google

DO YOU REMEMBER 'WAY BACK WHEN—



Miss Neal Young, superintendent of Margaret Mackin Hall, was evening chief operator at Canal office, Chicago?



Old Central Annex office in Chicago looked like this?

Below—
Miss Katherine Quinn, now retired, was day chief operator at Monroe office, Chicago? The other women in the picture are Miss Georgiana Hobbs, supervisor at Calumet, then supervisor at Lawndale, and Miss Elizabeth Flanigan, now chief operator at Beverly, then supervisor at Monroe.





George Wilbert Pfeiffer, now evening supervisor of press service in the Chicago office of the A. T. & T. Company, was in the old Quincy street office in 1905? Mr. Pfeiffer, familiarly known as "Bert," is the oldest man in point of service in the Chicago testroom of the American company.

Digitized by Google

Don C. Holloway Drowns Near Janesville

DON C. HOLLOWAY, who had been employed for eighteen years by the Illinois Bell Telephone Company and the Chicago Telephone Company, was drowned July 19th at Janesville, Wisconsin, in Three Mile creek near Rock river. At the time of his death Mr. Holloway was supervisor of buildings in the Department of Buildings, Supplies and Motor Equipment.

What was to have been an afternoon of pleasure culminated in a tragedy. Mr. Holloway was with four of his children and a niece and a nephew, who played about in the water. Starting for the cottage where the Holloways planned to spend two weeks, four of the children were placed in a row boat. His daughter, Catherine, fourteen years old, and niece, twelve years old, then waded to too great a depth and called for help. Mr. Holloway jumped from the boat to aid them. Two men in a nearby motor boat heard their call and also dived in. The two men helped the girls aboard, and then discovered that Mr. Holloway had not come to the surface after his dive. In spite of efforts of the police and citizens to find him, the body was not located until the next day.



DON C. HOLLOWAY

Don C. Holloway was born in Janesville on March 24, 1879, the son of Mr. and Mrs. LeRoy F. Holloway. He was reared there, and later attended the University of Wisconsin, where he was graduted from the engineering school. In March, 1904, he came to the Chicago Telephone Company. His kindly manner has won hundreds of friends in various departments of the telephone company. The news of this sudden death was particularly shocking to the people in his own department where he was liked by all.

Mr. Holloway made his home in La Grange. He is survived by a widow and five children, two to fourteen years old. A brother, C. S. Holloway, is chief storekeeper in the supplies division of the Department of Buildings, Supplies and Motor Equipment.

The funeral service, which was held in Janesville on Saturday, July 22nd, was attended by President Abbott and a score of telephone men from Chicago.

Employees as Stock Salesmen

THE New York Telephone Company has just added 70,000 new stockholders and has disposed of $25,000,000 of preferred stock to telephone users, who were sold through company employees. At the end of the campaign it was announced in a newspaper advertisement that the stock issue was oversubscribed.

The success of this effort calls attention again to the desire of big companies to secure as wide a distribution of stock as possible. The company said in an advertisement which was run at the start of the campaign, "You are now our customers. We believe it will be to your interest and ours if you will also become shareholders." And "Satisfactory service depends largely on the coöperation of our customers, employees and management. This coöperation, we believe, will be increased through the direct personal interest in the company, which our customers will have as shareholders."

In addition to the obvious advantage of a wide stock distribution among customers as outlined in the advertisement, and the economy in selling involved, such a plan has another point of superiority for the big corporation.

Every bit of the stock was sold through employees. Central office girls, linemen, cable splicers, wire chiefs, bookkeepers, cashiers, commercial representatives, and workers in every branch of the business participated in the campaign. There was no contest in the usual sense. All employees received a number of application cards and were asked to sell to people with whom they came in contact. Instead of seeking for individual brilliancy in selling, the object was rather to have the whole organization get in contact with the customers they served. Employees were enthusiastic about the plan—so much so that the issue was oversubscribed. Telephone subscribers who were offered an investment by the employees of the company came to see and know the type of people who served them in their daily work.

Individuals can't talk about a "soulless corporation" with so great bitterness when they have come to know some individual in the company, and have become partners as well as customers. —Editorial in *Printers' Ink*.

Martin Sobiesk Goes to Camp Roosevelt

WITH the return of the vacation period this year the telephone officials decided to send another of the company boys to Camp Roosevelt for a two weeks' outing and drill—expenses paid.

Accordingly, recommendations were solicited from the supervising forces, under rules that were compiled with much thought, and inspired with the desire of making a perfectly fair and impartial choice.

The selection was finally made by a committee on the basis of a year or more of service, regularity of attendance, neatness, behavior, courtesy, general ability and the need for outdoor exercise.

Martin Sobiesk was the young man chosen for this honor, and being a Boy Scout was outfitted accordingly, and under the supervision of the chief scoutmaster of the telephone troops was sent to Camp Roosevelt.



MARTIN SOBIESK.

Judging from the letters that he has written to his friends, Martin is having "a grand time," has made many new friends and is enjoying to the utmost the many physical and mental advantages which may be obtained from a well spent outing at Camp Roosevelt.

Would Re-enter Public Utility Business if a Youth

"IF I HAD my life to live over again and as a youth could be endowed with the knowledge which experience alone gives, I would again go into the public utility business. I would do so not alone because of the recompense it affords, but because of the personal satisfaction that comes from participating in the solution of the great problems involved in semi-public business, so vital to the life and well being of the community, the state, and the nation."—Samuel H. Insull of Chicago, president of the Commonwealth Edison Company.

Digitized by Google

A PAGE OF ILLINOIS CHIEF OPERATORS



MISS BESSIE McDERMOTT
Waukegan



MISS DOROTHY BUHR
Lombard



MISS FLORENCE WEIS
Wilmette



MISS PHILOMENA NEWBORE
Libertyville



MISS ELLA KERR
Galena



MISS EDYTHE CARBAUGH, Lanark



MISS AMELIA HOPPE
Whiting



MISS HARRIET JONES, Blue Island



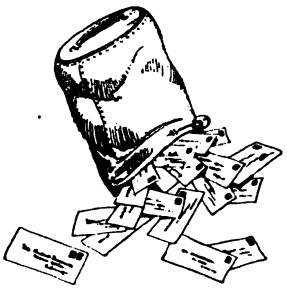
MRS. BERNICE SHORTS
Oquawka



MISS CLARA HITZ
Gilman

—L

Digitized by Google



IN THE MAIL BAG THIS MONTH



Letters from Many Subscribers Commend Service

GOOD SERVICE and courteous treatment in Chicago Traffic offices brought a number of letters of appreciation from subscribers since those noted in our last issue. One came from Fred E. Havill, 5623 Cottage Grove avenue, to whom a refund of five cents was mailed after a nickel had been collected in error. Mr. Havill wrote:

> I am in receipt of a refund of five cents from a call made July 11, 1922, from Wabash 2685.....I must call your attention, and would be very lax indeed if I did not, concerning the uniform courtesy afforded by your employees in connection with this call. Your supervisor showed much interest.

The supervisor Mr. Havill referred to is Miss Nellie Stack of Wabash office.

George Cichy, general office manager for Mazel-Rest and Company (SEEley 2907), sent the following letter:

> This is to inform you that your operator No. 4461 has been on my line for the past three weeks and I am pleased to state that she is a very courteous and conscientious worker.
>
> I use this 'phone all day and have for the past three years and never have I had such service as operator No. 4461 gave me.

Miss Clara Wickey is the operator to whom Mr. Cichy referred.

Mrs. M. N. Walker, wife of Frank R. Walker of the Frank R. Walker Company, Chicago contractors, sent the following letter to Rogers Park office:

> I wish to express my appreciation and thank the operators of the Rogers Park exchange for the courteous treatment and efficient service rendered me on the afternoon of June 22nd, when one of my neighbors met with a serious accident, (falling and breaking one of the large arteries in her head) which would have caused her death had she not received medical aid at once.
>
> In my excitement I could not think of the name of a physician. Calling to my operator I asked her to send one to us at once. In a short while a physician called and rendered aid, thanks to my operator!
>
> The patient is now at the hospital, and we have hopes for her early recovery.

Mrs. Walker's call was handled by Miss Gladys Mansdridge, operator, and Miss Cathleen Engels, supervisor.

The recent plan of inviting callers at the Commercial department to visit central offices resulted in the following letter being sent by Frank A. Hoyne (COLumbus 1330), Chicago real estate man:

> At the invitation of Mr. Joseph Dwyer of the Commercial department of your company, I had the pleasure on the 20th instant, to visit and inspect the operating rooms and other features of your Main office.
>
> This visit of inspection was, indeed, one of enlightenment on a subject that has always been more or less of a mystery to me. The speed and courtesy with which the operators answer and complete calls, and the simplicity of control to which you have reduced the handling of this vast business are marvelous, to say the least.
>
> If all of your subscribers would avail themselves of this privilege of inspecting the working of your system, there is no doubt that a friendlier spirit would develop on their part towards your company; and your high class service to them, together with the courtesy and patience of your operators in rendering this service, would be more keenly appreciated.
>
> The lunch room, rest room, sick room and other



MISS MALLANEY AND MISS HUNT OF THE OPERATORS' TRAINING DEPARTMENT, CHICAGO, ENJOYED A WONDERFUL VACATION IN THE WEST.

In the picture at the top they are shown with the Lower Falls of Yellow Stone Park as background. Just below they are throwing snow balls on Pikes Peak. At the left on the bottom row they are resting at the top of Pikes Peak. In the center they are hobnobbing at Yellow Stone Canyon. In this picture the sharp nose effect on Miss Hunt's face is produced by the tree in the background which projects a short way beyond her profile. At the lower right the two young ladies are shown climbing Pikes Peak, which they did on foot.

Digitized by Google

features, which I had the pleasure to inspect, show to what great lengths your company has gone towards looking after the comfort and well-being of your employees, and the company should be commended for it.

I assure you that I deeply appreciated and enjoyed my visit and thank you for it. I also wish to thank the young lady who accompanied me on my trip for her patience, courtesy, cheerfulness and the thorough manner in which she explained the workings of your wonderful system.

Mr. Dwyer is a counterman in the Commercial department The young lady referred to in the last paragraph of Mr. Hoyne's letter is Mrs. Mary Caulfield, supervisor at Main office.

Service rendered in an emergency brought the following letter from Captain Clyde I. Backus of the Illinois National Guard:

I take this means of thanking the young lady operators of the Sunnyside exchange, handling the telephones at the Broadway Armory on July 18th, for their excellent coöperation.

A call to mobilize the 202nd Artillery came about 3 o'clock in the morning, and it was necessary to telephone several hundred members of the company. An immediate response was received from your operators, and we feel that the excellent work done by them is entitled to a few words of appreciation.

Captain Backus is custodian of the Broadway Armory. About 375 connections were made soon after the mobilization order was received and by means of these telephone calls officers and men of the 202nd Artillery were mobilized in a short time.

Counterman Praised for Service

EXCEPTIONAL good service rendered by Joseph Dwyer, counterman in the City Commercial department, brought the following letter to President Abbott from Max Tark of the Energy Phonograph and Supply Company, 1608 West Madison street, Chicago. Mr. Tark writes:

"The writer was so impressed with the politeness and skill of your Mr. J. Dwyer yesterday, upon filing application for a change in location, that he cannot help but express this in writing to one who is interested in the management of a concern of your size.

"Mr. Dwyer is an employee worthy of unlimited praise, for the appealing and delightful manner which he employs in his dealing with customers. Men like Mr. Dwyer add to the prestige and dignity of a concern.

"The writer nor any one of the four members interested in this firm are in any way related to the said Mr. Dwyer. It is the first time yesterday during a business transaction that I have made acquaintance with Mr. Dwyer, and only in a business way.

"Accept our thanks for your kind consideration to this matter."

Roosevelt's Opinion

TWELVE years ago at the beginning of state regulation of public utilities in California, Theodore Roosevelt said to the commission of that state:

"Your first task will be easy. Elected as you will be under a movement responsive to the people and independent of corporations, you will find it easy to reduce rates where they are too high and you will find many rates too high. Your real task will come later, when you have to do justice to the corporations and raise rates in spite of the public clamor to lower them. The test of public regulation will be the ability of public men to do that and to maintain popular confidence in doing it."



ON THE FINAL WAVES IN THE FLOOD OF VOTES THAT CARRIED THE TWO TELEPHONE CANDIDATES TO FRANCE IN CHICAGO'S GOOD WILL ELECTION

The large picture was taken at the headquarters of the telephone candidates on the eighteenth floor of the Bell Telephone building a few minutes before noon, June 27th, when the voting ended. The final donations were being hurriedly tabulated just before the money was rushed to the bank. Seated at the table is Miss Nellie Rud. In the other pictures are some of the taggers who gave their services in soliciting funds from the general public. At the top are Miss Clara Condon, pay station attendant, and Miss Rose McAvoy, P. B. X. instructor. At the left is Miss Shirley Pamerants of Dearborn office. At the right is Miss Bernice Bracewell of Randolph.

Digitized by Google

—L

SAFETY FIRST and ACCIDENT PREVENTION

The Illinois Bell Telephone Company is a member of the National Safety Council and the Chicago Safety Council.

SOME PEOPLE ARE WILLING TO TRY ANYTHING ONCE—EVEN ACCIDENTS.

Cross Crossings Cautiously

AN intensive campaign, nation-wide in scope, warning motorists to be careful when approaching railroad tracks, is being waged by the National Safety Council in coöperation with various other agencies. The "Cross Crossings Cautiously" campaign officially began June 1st and will continue until September 30th. Automobile owners and drivers, however, should see that the campaign is continued forever.

Although every unguarded railroad crossing has "Stop, Look and Listen" signs warning of the dangerous approach there have been many fatalities every year due to the driver who thinks he can beat the train to the crossing or the motorist who fails to heed the warnings. The campaign this year is intended primarily to educate the public. Posters have been placed at every railroad crossing picturing the danger.

It is hoped before laws are passed carrying a jail sentence for these accidents, that through education of the public the number of accidents can be materially reduced. The elimination of crossings, which would of course prevent these accidents, is impossible, it is pointed out, although in 1919 about 400 of the 251,936 crossings were abolished. The removal of the crossings at that rate would take more than six hundred years and the cost would run into figures that are astounding.

IF YOU MUST KILL TIME, BE SURE THAT IS ALL YOU KILL.

The population of the United States has shown an increase of sixty-eight per cent in thirty years, and in that same period of time grade crossings accidents have increased 345 per cent in fatal and 652 per cent in injury cases. Records show that in the year 1920 more than 1,900 persons were killed and 4,911 injured in crossings accidents. It is because of this heavy toll of dead and maimed each year that the railroads and others are attempting to educate the driving public.

All drivers should remember to watch the approaching crossings, and if they hear or see a train approaching wait until it passes. It is better to wait five minutes for a train to pass than to be taken to a hospital. The "Stop, Look and Listen" signs mean just what they say. Remember it!

The Criminal Driver Cried

With apologies to Gilbert and Sullivan's "Mikado."
Tune—The Criminal Cried (Ko-Ko).

When out in my car it's sure great fun
To scatter a crowd and watch them run
Helter, skelter, hither and yon.
They flee like chickens on
A country road. "Out of my way,"
With a leer I say.



Digitized by Google



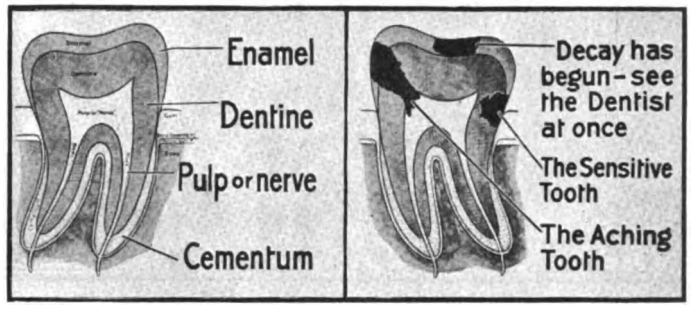


As they jump and shout
I let 'er out,
On the street I have full sway!
Oh, the look he gave
As I caught his heel
And almost hurled him 'neath the wheel;
But I grinned at the cop
As the whistle he blew
And slipped on by just missing a few.

The pedestrian cried, as I dropped him down,
In a state of wild alarm;
With a frightful, fearful frantic snort
My car cut his life short,
The fender caught him by the coat
And on his knees fell he.
As he squirmed and struggled
And gurgled and guggled
I laughed aloud with glee!
Oh, never shall I
Forget the cry
Or the shriek that shrieked he
As I fed her gas
And tried to pass
With a chuckle coming from me.

So it is as I tear along
Filling the air with smoke and song;
The road is mine and none dare say
I do not have the right of way.
See the terror that I spread
Filling the people with dread
As they duck aside
To let me ride
Towards the goal that seems so far.
The chance I take
With a worthless brake
Brings me close to justice's bar.
But I'll tell the world
That this can't last,
I'll quit the road and forget the past.

W. E. Rowens, Jr, Bureau of Safety.



A CLEAN, SOUND TOOTH — **AN UNCLEAN, DECAYING TOOTH**

GOOD TEETH—GOOD HEALTH — **PROPER CARE PREVENTS DECAY**

NOTE.—The above poster was heartily endorsed by Dr. L. F. McBride, of our Health Department, who urged its use for the bulletin boards and for publication in the Bell Telephone News.

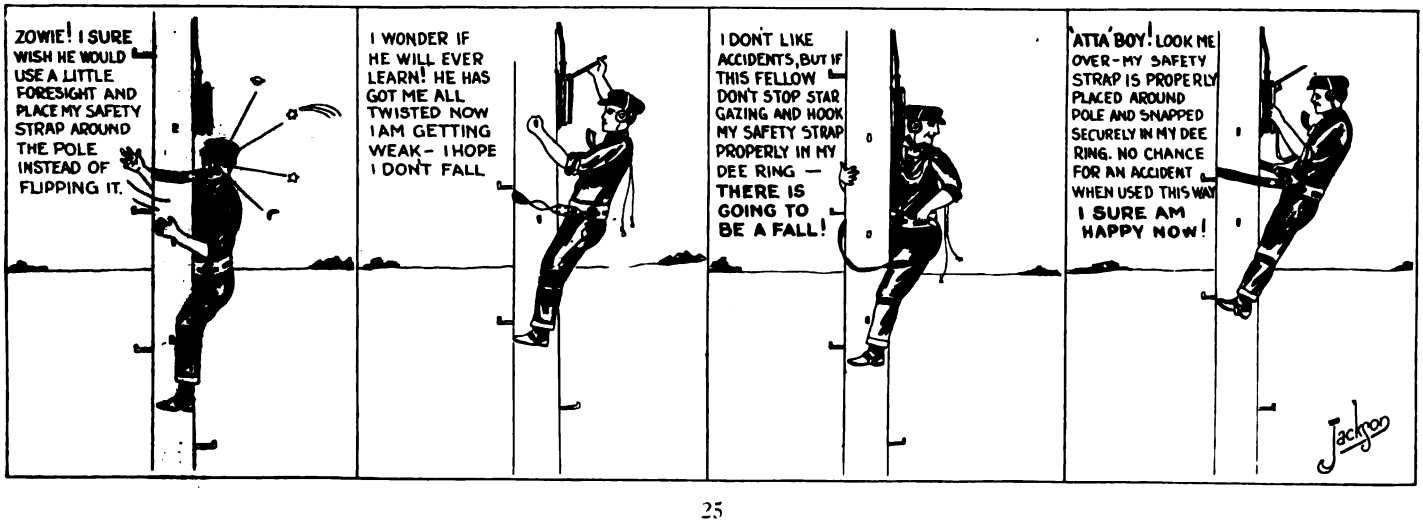
Watch the old poles.

Be careful when climbing old poles.

Slipping is not very dignified.

Do you fall downstairs at home?

Do you hurry up the stairs because you are late?



Digitized by Google



SNAPSHOTS FROM THE OUTING OF FOREMEN OF THE CHICAGO MAINTENANCE DEPARTMENT AT McHENRY, JUNE 17TH.
Below, at the left, is the Supervisors' team which won the ball game over the Foremen's team, shown at right. Above, at the right, is the quartette or quintette which made night hideous for the rest of the crowd.

Thrift Story by Fred Butler

THIRD prize in the BELL TELEPHONE NEWS Thrift Story Contest was awarded to Fred G. Butler of the Assignment division of the Station Installation section, Chicago, for the following article:

—

At the time the Chicago Telephone Company first offered its employees the privilege of buying A. T. & T. Co. stock, my wife and I had been married about twelve years. We had four healthy children but no bank account or savings and the idea of buying stock seemed to be out of the question as far as we were concerned, as our income at that time was only $85 per month, so as you may imagine we had our noses pretty well to the grindstone.

However, my wife being a very thrifty individual, thought as I did, that it would be a shame to miss this golden opportunity, so after much discussion and figuring we signed up for three shares, to be paid for on the installment plan, and I want to say right here that this was the most important financial undertaking of our lives up to that time.

It was more important than we at that time imagined, because it started us saving a little each pay-day, a habit we have never dropped.

When our pay checks began to arrive, less the deduction for stock, we realized that we would have to go some to get by on our reduced income. It also started us studying ways and means of curtailing our expenses without denying ourselves the actual necessities of life, and as time went by my wife and I seemed to have a closer understanding one with the other. The working out of the problem of saving had made us better chums.

Well, those first three shares have long since been paid for, and we now have seven more shares nearly paid for, when we will have overstepped the $1,000 mark of money saved, which money we worked hard to accumulate, but this same money is now working for us at the rate of nine per cent.

Miss Licence Visits in England

OUR Good Will delegates to France were not the only Illinoise Bell employees in Europe this summer. Miss Louisa Licence of the Accounting department, Chicago, has been on leave of absence and, with her father, has been visiting in England. In a letter written July 18th to the BELL TELEPHONE NEWS Miss Licence said:

"I have just received your letter with which came two copies of the Weekly Supplement.

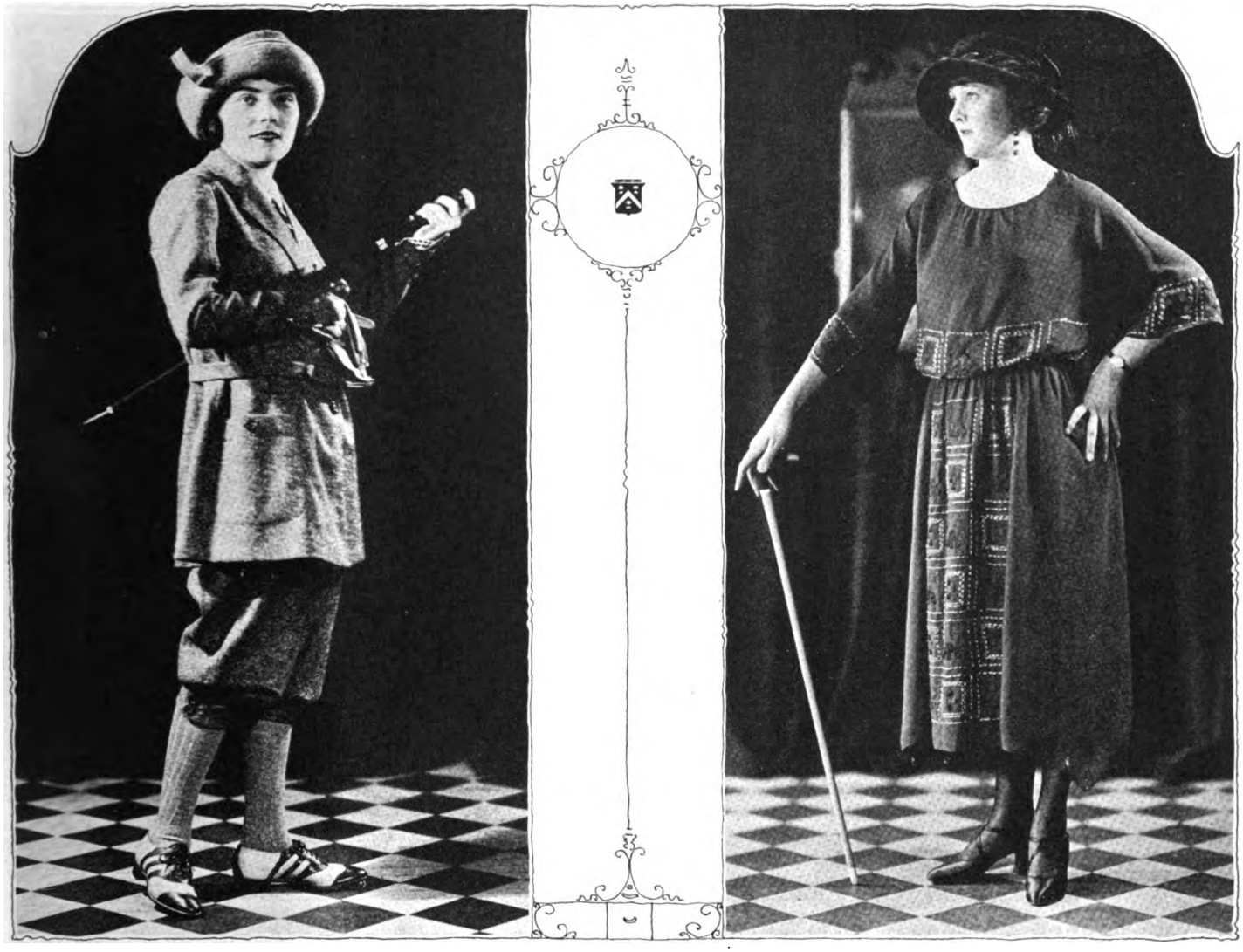
"I was indeed proud that our company had entered the 'Tour-of-France contest,' and pleased to learn that Miss Raymond and Miss Rud were chosen as delegates. I sincerely wish for both of them a pleasant and successful journey and a safe return.

"My father and I have thoroughly enjoyed our trip so far. We have had some real good days in London, but at present we are at 'Ivy Cottage' with the beautiful Epping Forest across the road. We have had A-1 weather, but the last two weeks have broken the spell and have been cold and rainy. Just think of it, on Sunday, July 16th, we sat close to the fire-place cracking nuts as if it were Christmas day—raining outside to beat the band.

"I appreciate your kindness in mailing these particular copies of the Weekly Supplement. You cannot fully value the BELL TELEPHONE NEWS and its little 'offspring,' the Supplement, until you have been thousands of miles from home."

Miss Licence planned to sail from England August 17th on the *Tyrrhenia* and return by way of Montreal.

Digitized by Google



PHOTOGRAPHS BY COURTESY OF MARSHALL FIELD & COMPANY, CHICAGO

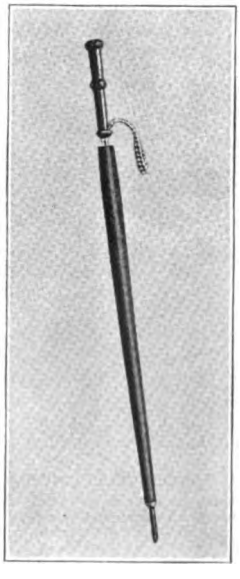
Knickers Here for Fall Wear

MISS MARY NICHOLSON is a petite Irish brunette, as well as a supervisor at Franklin office, Chicago. She is tailored and trim from the felt-and-velvet sports hat to the novelty sports shoes; including, of course, the mannish shirt and tweeds. There is a skirt included in the costume. Suit, $39.50. Hat, $8.75. Shoes, $9.50.

The costume worn by Miss Nicholson calls for cuff links, necktie and umbrella. Those shown are in good taste but the field of selection for such accessories is, of course, very wide.







Afternoon Frock of Blue Georgette

MISS VERA KAUFMAN is likewise a supervisor in the Franklin office, but otherwise a radiant blonde. Her afternoon costume carries the touch of the season, from the rose and blue broideries of the blue georgette frock to the feather encircled hat of black, and the cross strapped satin slippers. Frock, $49.50. Hat, $15.00. Shoes, $14.50.

An old world touch is provided by the earrings, shown below. While in perfect good taste these are quaint and fantastic and add piquancy to the effect of the costume. The lace bordered handkerchief appropriate to the gown is also shown.





Digitized by Google

MOTHER SELLS STOCK

By May T. Dewhurst

TOM and Mary had each received a letter from the president of their company which explained the advantages of having a widespread ownership of Bell telephone stock. It explained how this would make the relation between the public and the company still closer and that it would help to obtain the amount of capital needed for the development of the business.

It also explained how arrangements would be made through the company to get easily in touch with the bankers or brokers selling the stock.

On Thursday night, after Tom had eaten the last blueberry muffin on the plate, and the family which now had added Kate Freeland to the group were sitting around the table talking, mother asked, "Has either of you brought home any of the order blanks from the Commercial department?"

"I haven't," said Tom. "I don't know anybody that wants to buy stock. All the people I know spend their money as soon as they get it or *before* they get it."

"I didn't get any," said Mary. "I thought I'd wait and see if any one wanted any stock. I don't believe I shall have much luck selling it any way."

"Well," said mother, "I wish you'd bring me home some blanks. I've got three folks now that want it."

"For the love of Mike!" said Tom, "I didn't know you had any rich friends."

"Why, mother," said Mary, "did you really sell some?"

"Well," said mother, "I just about sold some and if you children will get some blanks I'll get their names down in black and white."

"But, mother, who do you know with money?"

"Oh, I have lots of rich friends. Don't you know Tony Pacello? I talk with him most every day."

"What—that peddler!" exclaimed Tom. "You don't mean to say he's got enough money to buy a share of stock. Always selling something for a 'nickla.'"

"That's the way he gets his money, and he saves his nickels too. You see I was buying some cherries and celery and I gave him a bill and he had a lot of money in a cloth bag and I said, 'Why Tony, aren't you afraid to carry that around these days? You'll get held up.' And, he said, 'Well, I don't know what I do. I no trust banks much and I just hide my moneys in a good place every night. By and by I go back to Italy and put it away over there.' Then I thought I'd try to explain how easy it is to take stock and get dividends every three months. I told how you two are buying it and how safe it is and no danger of losing it. I was afraid to tell him about the price of the stock now, but he was smart enough to see that when the price was going up it meant that the stock was good and he was so pleased to think he could get nine per cent. You see I told him that instead of worrying about his little pile of money every night, he could go to sleep thinking it was earning money for him and the telephone company, too. I explained that the company needs money to build more big buildings and install more telephones and that it was such a good business because every one wants a telephone and that the company is willing to pay him $9 a year for a hundred dollar share and the share would be in his name and he could sell at any time at any bank if he needed his money. Well, he decided to take five shares, and he'll bring the money, $600 if the market price stays at $120 and a little more if necessary, to the Commercial department when I get that blank for him to fill."

"Can you beat it?" said Tom. "Isn't mother the great old financier?"

"Well, it doesn't take much brain to know that a man that works like Tony must lay up a little money, especially as he and his family live on fruit and vegetables that he gets so cheap."

"But, mother," said Mary, "Who else did you get?"

"Oh, I thought Mrs. Clark might like to know about it."

"You don't mean to say she's got money? She's worn that same dress to church ever since I can remember."

"Well, Tommy, if you'd stop to think, you'd realize that people who don't spend all they have on clothes have something to spend on stock. Why, she has got quite a little money. She's been saving since her father died years ago and she had no idea it would be safe to buy stock in anything. I just took that letter from the president and we talked over every point on the second page and whether she buys any or not, I guess she knows now what dividends mean. She thought just as I used to, that when a company paid big dividends it meant that they were making so much money that they didn't know what to do with it and it went to the rich people in the corporation. Now that you and Mary are stockholders, I see that it is just a matter of going into partnership with the company and letting them have your money in the business and then you get a good interest out of it. We *know* this company is good and of course we'd rather invest in something we know about. I've told Mrs. Clark so much about the splendid company you work for that it didn't take much talking now to get her to say she'd give her name to me to have someone from the Commercial department call on her. She thinks she'll put in about $1200."

"Twelve hundred! Why Mother McChrea, why don't you open a bond office?"

"She don't need to pay rent for an office," laughed Kate.





FOR A VACATION AT DRUCE LAKE

At Druce Lake, Illinois, there is a lovely camp for girls who want to have a vacation in the woods. The cottages are in the midst of beautiful trees and you can sleep on screened porches and eat in a big outdoor dining room. Volley ball, tennis, swimming and other healthful sports are possible under the care of the camp director, Miss Ida Shaffer, and her assistants. The picture at the left shows camp girls rowing on Druce Lake and in the other a group is off for a hike. All guests register a few days in advance at 2150 West North avenue, at the Association House. Call HUMboldt 1428 for particulars. Good board and room at $7 a week.

Digitized by Google

WABsh 0640

will put you in touch with personal and experienced insurance service for getting most reasonable rates and broadest protection for your property, household goods, automobile, baggage and jewelry against fire and theft.

Get our advice—our firm is manager of the insurance department of the A. T. & T. Co.

MARSH & McLENNAN

INSURANCE IN ALL ITS BRANCHES
INSURANCE EXCHANGE
CHICAGO



The Price of Independence

At the age of sixty-five you will be dependent upon no one if you have put away at interest, $2 a week since you were twenty, (or $3 since you were thirty). You will have over $10,000—and more than half of it will be interest. The price is cheap, when one is young. But to those who put it off the cost is ever dearer. There is a way to save that much each week. Let our Thrift Counselor help you find it.

THE NORTHERN TRUST CO.-BANK

Capital and Surplus $5,000,000

N. W. Corner La Salle and Monroe Sts.

"She is a traveling saleslady."

"Of course, I spoke to our grocer. He has cashed so many of your checks he feels at home with the company anyway and I guess when the Commercial department man comes to see Mrs. Clark, he will stop in at the store and take Hiram's order for a few shares. He says every one tells him it's splendid stock to have."

"Mother," said Mary, "you make me feel foolish. I believe I might at least speak to some one about it. Now that you have succeeded so well I begin to see how it's done."

"Yes," said Kate; "I just thought of some one down home in the country that I'm going to write to and tell mother to see. I can mail a blank with it. I'm sure I'd love to have people know about this company."

"Well, of course, I hate to see you women take the lead. But now that mother has set the pace, it looks as if I'd have to hustle some. I believe I'll see what I can do with John Crane. He is making some money in that movie house, but he always has it in for the telephone company."

"That's just the kind of a person that needs to have you talk to him. He doesn't understand the business. His mother is away, why don't you ask him to dinner Sunday and see if we can't do something with him," said mother.

"Well, I bet we can if you give him one of your dinners first. Come on, girls, get me an apron and let's put mother in the parlor. She's done enough for one day. She'll be sitting with the directors one of these days while we do the telephone work."

"I guess there is some work being a director," laughed mother. "I'd hate to run a business these days. It would be worse than trying to run a family. I guess some of them lie awake planning how to keep the business running and pay good wages and interest on their money."

"They won't have to worry any more since you joined the company. I never worry about things when you are around, do I?"

And Tom, with his arm around her, pulled her into the sitting room and seated her by the window, came back to the kitchen and was soon talking up a list of possible subscribers for stock.

Blueberry Muffins

As enjoyed by Tom in the preceding story.

MIX and sift 1½ cups flour with ¾ teaspoon salt, 2 tablespoons sugar, 3 teaspoons baking powder. Add 1 egg, ¼ cup of milk and 3 tablespoons of melted butter. If you have sour cream use instead of milk and butter adding a little soda, not more than a tenth of a teaspoon to the cream. After stirring all together add ½ cup of blueberries and bake in hot oven in gem pans. Nuts may be used if preferred.

Doughnuts

One cup sour milk.
One cup sugar.
Two scant teaspoons melted butter.
Two eggs.
One teaspoon soda (scant).
One-half teaspoon baking powder.
Use as little flour as possible.
Cinnamon or nutmeg.

Digitized by Google

Persons in Many Vocations Buy Telephone Stock

WHO buys telephone company stock? Employees of the Wisconsin Telephone Company sold 50,000 shares of that company's seven per cent cumulative preferred stock between March 1st and 9th. The list of stock purchasers showing their vocations is interesting in that it shows persons engaged in 122 trades and professions as partners in the telephone business. Here is the list:

Vocations.	Subscriptions.	Shares.	Vocations.	Subscriptions.	Shares.
Abstractors	8	61	Laundry emp.	10	26
Architects	10	29	Lawyers	90	813
Artists	11	37	Leather workers	11	47
Bakers	37	239	Librarians	8	13
Bankers	73	2,629	Locksmith	1	1
Barbers	40	109	Managers	386	3,108
Bartenders	49	388	Manufacturers	159	3,016
Beauty parlors	17	30	Marble workers	5	40
Blacksmiths	13	48	Masons	9	35
Boarding hse. prop.	6	18	Mechanics	191	548
Boat builders	4	25	Merchants	464	3,025
Boilermakers	7	23	Metal workers	4	12
Bookbinders	2	2	Messengers	2	2
Bookkeepers and accountants	399	1,477	Millers	5	16
Brass workers	1	10	Milliners	23	80
Brokers	14	67	Motormen	7	54
Butchers	86	354	Moulders	5	25
Candy makers	4	12	Musicians	8	81
Caretakers	6	16	Newspaper men	66	207
Carpenters	52	137	Nurses	85	198
Carpet weavers	1	5	Optometrist	1	15
Casket trimmers	2	15	Painters	33	103
Chauffeurs	29	62	Paper makers	36	70
Cheesemakers	2	5	Pattern makers	8	55
Chefs and cooks	24	48	Photographers	16	50
Chemists	10	35	Picture framers	1	10
C. S. practitioners.	6	13	Plasterers	3	9
Chiropractors	6	28	Plumbers	30	129
Cigarmakers	20	30	Pool-room prop.	9	22
City and county employees	106	541	Printers	68	255
Clergymen	53	285	Railroad employees	173	568
Clerks	1,045	2,593	Real estate, Ins.	54	505
Commission merch.	2	110	Retired	271	2,365
Conductors	9	40	Sailors	6	30
Contractors	64	504	Salesmen	464	2,244
Coopers	1	3	Secretaries	31	111
Dentists	74	412	Shipping clerks	4	9
Doctors	183	1,363	Shoemakers	38	98
Draftsmen	33	103	Shoe shiners	3	3
Dray and expressmen	19	72	Steamfitters	11	35
Dressmakers	92	321	Stenographers	435	965
Druggists	126	487	Students	143	382
Dry cleaners	3	6	Superintendents	79	694
Electricians	80	240	Surveyor	1	2
Engineers	63	324	Tailors	55	222
Estates	12	187	Teachers	400	1,550
Farmers	110	495	Teamsters	26	62
Firemen	5	17	Telegraph emp.	10	39
Fishermen	1	2	Telephone opr.	289	426
Foremen	79	417	Other tel. emp.	171	612
Garage employes	64	220	Textile workers	25	50
Geologists	2	20	Theater prop.	8	20
Government emp.	89	361	Tinsmiths	10	29
Grocers	136	588	Toy maker	1	1
Harness makers	2	6	Undertakers	16	61
Hotel employees	7	9	Unemployed	780	2,585
Hotel and restaurant prop.	47	178	Upholsterers	2	7
Housemaids	40	156	Wagon makers	2	2
Housewives	2,148	10,410	Waiters	17	35
Inspectors	13	82	Watchmen	9	39
Janitors	37	158	Welfare workers	8	21
Laborers	271	661	Window washer	1	1
			Wire weaver	1	4
			No vocation	40	308
			Totals	11,283	*53,473

*As only 50,000 shares of stock were to be sold, the above subscriptions had to be scaled down to that total.

How Are You, Old Top?

MOST of us laugh at the old story of the man in Arkansas who lived in a cabin which had a leaky roof, and on being asked why he did not fix it, remarked that in rainy weather it was too wet, and in dry weather there was no need of fixing it.

This is something more than a bit of pleasantry. How many of us (except you and me) have a trace of this particular type of pseudo-philosophy in our make-up? Classes A and B in Ford Driving will please stand up! You may not be from Arkansas, but you do spend a part of your time in the little cabin on your machine. This cabin has a roof.

Do you drive, during the summer, with the top down, loosely or incorrectly folded and fastened? That is one sure way of wearing and cutting holes at the folds and corners.

If your top (automobile) is in bad order, will you find it out before you actually need to use it. Do not wait for the next cold rain or the first snow to inspect it, and find that repairs are necessary. Just remember that there may be a grand rush in the "top repair" department the very first week of cold weather.

The best thing to do is, "Give the top a fair show for its life"—and if it needs "hospital treatment" don't wait for the crowd.

Mr. Crunden Now a Lawyer

HAROLD F. CRUNDEN, special agent in the general commercial superintendent's office, has successfully passed the examination and is now a member of the bar of Illinois. The examination was the culmination of four years of night study.

Mr. Crunden does not expect to practice law. He studied for his own pleasure and for the added efficiency in his work which he believes knowledge of the law will give him.

Mr. Crunden read law in an office in London, England, for several months before he came to America.

Former Suburban Plant Man Killed

DURING a severe electrical storm on July 13th, Homer C. Nicholas, who at the time was near West Alexandria, Ohio, was struck by lightning and killed instantly. Mr. Nicholas was an inspector in the Plant department, Suburban division, of the Illinois Bell Telephone Company, then the Chicago Telephone Company, from April, 1909, to May, 1917, and at the time of his death was engaged in the coal and supply business in Dayton, Ohio, his home. He is survived by a widow, father, mother, and sister, all of whom reside in Dayton.

C. S. Bigelow to Go to Coast

CHARLES S. BIGELOW, veteran travelling auditor for the American Telephone and Telegraph Company, has been assigned to permanent duties in San Francisco, California, and will leave Chicago some time in September.

Mr. Bigelow has been with the Bell System nearly twenty-nine years and has been located in Chicago four years. He is a member of the Telephone Pioneers of America, and is probably personally acquainted with as many telephone people as any single man in the System. Illinois Bell people will regret to see Mr. Bigelow go and the best wishes of a host of friends go with him.

Consistent Growth

IN 1900, when the American Telephone and Telegraph Company took over the American Bell Telephone Company, there were 7,500 stockholders. In 1905 the number of stockholders had increased to 17,500. In 1910 there were 40,400 stockholders, in 1915, 65,500 stockholders and there are now more than 204,000 stockholders, more than half of whom are women. The average number of shares held by stockholders is twenty-eight.

Digitized by Google

AUTOBIOGRAPHY OF A SWITCHBOARD PLUG



THE AUTHOR.

HERE I am back on the job again. I am just an ordinary switchboard plug, but I have heard and seen so much in my few short months of life, and having heard of the stories written by my fellow plugs from the Northwestern Bell and the Mountain States Bell companies, I think a short story of my experiences will be of interest to you.

It was just about one year ago that I first saw the light of day as a switchboard plug at the great plant of the Western Electric Company at Hawthorne, Illinois. I was far from being alone, for as I became conscious of my existence, I was but one in a large pile of a hundred or more plugs, all like myself, new. It was the noisiest place that you can imagine, with machines operating all around and many people working over them. Before I was able to gain a clear conception of what it all meant I found myself neatly packed in a small box along with others.

The next place I saw light was at what I have since found was one of the largest and busiest offices in the heart of Chicago. I was removed from the box by a man who had many small tools on a shelf before him in which he removed my shell and inner screws and attached me to a cord, which I guess, at one time, was a bright red. While this operation was going on I noticed an old, dilapidated plug lying on the shelf and I imagined that it was my lot to be taking its place.

I shall never forget that old plug's worn and haggard look, and even today I shudder whenever I think of it, though I have since seen many others perhaps as sad and worn. I guess it was because it was my first realization that I was entering on a career that was not to be all pleasure and that some day there was to be an end to it all.

The man's actions in placing me on the cord were so swift that before I realized just how he attached me I was sitting proudly in my seat on the shelf in line with many other plugs, ever so much like a company of soldiers, and the feeling of being attached to something gave me more faith in my lot.

Well, I soon learned the intricate and important part I was to play in this business of ours. After I had been used to complete a few connections and had noticed that I really completed the connection between two people so that they could talk to each other, although they might be miles apart, and after overhearing what was said, it dawned upon me just what these conversations meant to them. In fact, I began to feel quite self-satisfied until my thoughts drifted back to the poor old plug that I had replaced. I soon became conscious of the fact that I, too, was not being handled any too gently, but I was young and strong and thought it could do me no harm.

I was lifted up to a jack and pushed in and after the parties were through talking I was removed from the jack and allowed to return to my seat. For a while this looked like a regular snap of a job. Then at times it would seem that I was being forced into the jack at an angle. This wore my sleeve terribly and again after I was in the jack as far as I could go, I would get a push that would all but break me in two. I soon realized that even though I thought myself to be quite young and strong, I was made of many small parts held together by very light metal bands, and couldn't stand very hard usage. Then when I was pulled out of the jack the cord would be given a jerk and I was allowed to fall down on top of the other cords and plugs in the position.

Of course, most of the operators were really very careful and gentle with me. They would hold me by the shell, inserting and removing me very carefully, but some of them would try to reach too far to insert me in a jack (I found that the right way was to hand me to the operator in the adjacent position), and some would just let me fall any place. Now you know if I am placed to approach the jack squarely, I just fit in, and again, when I am pulled out, if pulled straight away from the face of the board, perhaps releasing me from the jack by a slight prying action of the finger, there is no great amount of energy needed. The idea of assisting me back to my seat means an orderly house, for at a busy time our cords will get tangled if allowed to remain on the shelf.

I never forgot the fact that at any time I might receive an injury and perhaps a fatal one, for it was not uncommon to see a trouble shell on some poor plug and later to have the trouble man come along and repair or replace it.

My time did come about three months after I had been put in service. It was at one of the busiest of times, when each operator was working under the tension of the busy hour. Each one of us was working at top speed. I had been placed in the jack of a line some little distance to the side, but only my tip and "dead collar" were in the jack. The operator, noticing my predicament, reached up to push me in, but instead, pushed me to one side. I felt myself going, there was a tearing in my head and the next thing I knew I was back in my seat, my head bent and the dreaded trouble shell, like a hangman's noose, about me.

From that time, I paid little attention to anything, my spirits were too low. I knew that my active life had been far too short and my destiny was now doubtful. While contemplating these conditions one day as I lay in a bag with many others like myself, "down and out," we were thrown out on a bench.

It was at the Western Electric Company's shop and the men seated about were to decide our fate. With many tools and gauges they went over us one by one. When my time came, I was placed

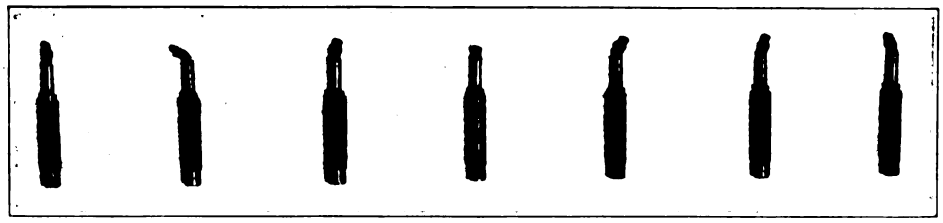


WOUNDED SOLDIERS IN THE BATTLE OF COMMUNICATION.

—L

Digitized by Google

in a vise-like set and then began the most harrowing experience of my existence. I couldn't begin to relate all that happened to me, but when I was finally released I took stock of myself and found that my body had been straightened. I had some new bushings and was all polished up like a new plug. In fact, it would have been difficult to tell me from a new one. Of course, I have had some wear, but it was far from enough to junk me as a dead one.



READY FOR THE HOSPITAL.

While I lay at the Western shop I overheard the foreman and a methods man from the telephone company talking about our general condition and I got a real good idea of our situation in the Chicago division. It seems that in the first three months of 1922 about 25,150 of us were used to replace old and broken plugs. Just think of that, and at ninety cents apiece, that would be over $22,635. The Western Electric Company man stated that only about four out of every ten of us sent back were beyond repair or were really worn out or broken in two. In other words, six out of every ten of us were sent to the hospital for repairs, due either to carelessness or accident.

It was here that I heard them mention that plugs in other parts of the country had been writing stories of their experience in their company magazines and I made up my mind that I, too, would write of my life after I got back in service. If enough of us can get our side of the story in print before those who use or handle us, it is probable that our lot will be made easier and the company will get a greater amount of service out of us. If we can increase our usefulness by getting others to practice greater care, we will not only have the satisfaction of a betterment, but our company will experience a saving, and this in turn affects our contentment in our jobs either by improved conditions under which we work or by an increase in our monetary returns.

My present place of service is in one of the outlying exchanges of Chicago where I am not so busy and have more time for reflection, so you may hear from me again.

Appoints National Committee to Award Vail Medals

THE plan of the Theodore N. Vail Memorial Fund provides that the president of the American Telephone and Telegraph Company shall appoint each year a national committee to award gold and silver medals for noteworthy public service of such conspicuous merit as to justify this special recognition.

In accordance with this plan, Mr. Thayer has announced his appointments in the following letter:

TRUSTEES OF THE THEODORE N. VAIL MEMORIAL FUND.

In accordance with the resolution under which the Theodore N. Vail Memorial Fund was established, I appoint as a jury for the making of awards in recognition of acts or services performed during the year 1921, coming within the scope of the purpose for which the Fund was established, the following:

Mr. N. T. Guernsey
Mr. E. K. Hall
Mr. D. F. Houston
Mr. H. B. Thayer

Mr. R. M. Crater will act as secretary of the jury.

Yours very truly,
H. B. THAYER, President.

Mr. Thayer is the only member of the committee who served last year, in accordance with the practice to appoint to this committee a majority of new members each year. Mr. Guernsey is a vice president and the general counsel of the American Telephone and Telegraph Company, Mr. Hall is a vice president of the American Telephone and Telegraph Company, and in charge of personnel and public relations. Mr. Houston was formerly secretary of agriculture and secretary of the treasury and is now president of the Bell Telephone Securities Company.

Clifford Arrick Dies

CLIFFORD ARRICK, who was associated with the Bell System for twelve years, died at his residence, 21 East Elm street, Chicago, July 13th. Death was caused by cerebral hemorrhage.

A job as page in the United States Senate was Mr. Arrick's first work. He went to Chicago in 1912 as publicity manager of the Central Group of Bell Telephone Companies, which then included the Chicago Telephone Company, the Cleveland Telephone Company, the Michigan State Telephone Company, the Wisconsin Telephone Company and the Central Union Telephone Company.

In March, 1920, Mr. Arrick resigned to be a vice president of the National City Bank of Chicago. He remained in that position about two years and later was associated with a Chicago investment banking house.

T. L. On Receiving One Certificate for Five Shares

ONE OF the
BEST "TRICKS" ever
PLAYED ON me
WAS ONE by the
AMERICAN TELEPHONE &
TELEGRAPH COMPANY.
FIRST THEY encouraged
ME TO subscribe for
STOCK IN such a way
THAT I did not
MISS THE money
PAID FOR it,
THEN WHEN I was
LOOKING FOR five
CERTIFICATES FOR my
$500 WORTH of stock,
THEY SENT me
ONE CERTIFICATE for
THE FIVE shares.
I DON'T know just
WHY THEY did that,
BUT I do know
I AM human
AND IF I had
FIVE $100 certificates
I WOULD be more likely
TO SELL one of them
TO GET some fool thing
I DID not actually need
BUT I won't hock
THE $500 for a
SMALLER SUM, so
I AM going to hang
ON TO the whole thing
AND DRAW dividends.
I THANK YOU.—T. L.

Italy Far Behind Demand for Telephone Facilities

HOW little the telephone is used in Italy is shown by the statistics for the city of Milan, which, with its 718,000 inhabitants, had at the end of 1920 only about 15,000 telephones, or only about two telephones for every 100 people. In Milan, for example, there are reported to be about 4,000 unfilled applications for telephone service, over twenty-five per cent of the total number of telephones in operation, and many of these applications have been held up for four years.

In spite of all these expert predictions that business will get better, it will.—*Newspaper Enterprise Association.*

Digitized by Google

A·LETTER·from·JAMES·SMITH·to·his·wife·JANET
written·while·on·a·Business·Trip·to·Boston ~June, 1875.

June 2, 1875.
Boston, Mass.

Dear Janet,

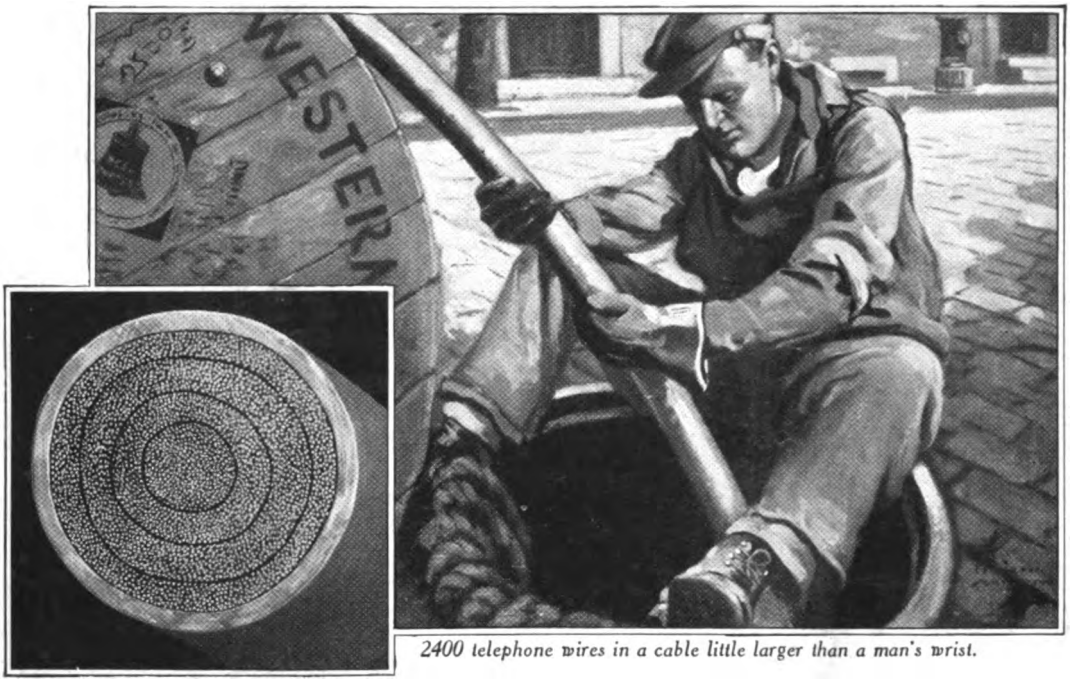
Not very much to say today. Very hot here in Boston - I walk about with my tongue hanging out like a dog's. Went to see M- this morning. After that I did a few errands - one of which took me to Chas. Williams shop on Court Street, just off Scollay Square. A noisier place I never hope to visit. By the way I met an amusing sort of chap there, quite by accident - blundered into his workshop looking for W: "Beg Pardon -" said I, and this chap looked up from a funny little thing he was tinkering with and smiled very pleasantly in an absentminded sort of way - tall chap - thin - big nose - black hair - funny look about the eyes as though he were all worked up about something. Before going, I asked him out of curiosity what that thing was he was tinkering with. He looked queer for a minute - hesitated - then said it was a machine to carry the voice over a wire. I laughed, and backed out... Interesting looking chap - a bit cracked, though, evidently.... "Voice over a wire" - I magine! Yes, really quite mad, you know.

Well, I must stop - write soon - how is Fanny?

Yours Ever,
James.

~ that very afternoon the full twang of a clock spring was reproduced over an electrified wire for the first time, in a tiny shop on Court Street; and Alexander Graham Bell ~ a "tall chap - thin - big nose - black hair" had invented the Telephone.

Digitized by Google



2400 telephone wires in a cable little larger than a man's wrist.

Science keeps down costs

When the Bell System installed its first successful telephone cable, fifty wires was the largest number that could be operated in a single cable without "cross-talk" and other interference. Today it would require 48 cables of the original type to accommodate the number of wires often operated in one cable.

Without this improvement in cable, the construction of new underground and aerial lines would have cost the Bell System upwards of a hundred million dollars more than has actually been spent. In addition, the cost of maintenance would have been greater by eighteen million dollars a year. These economies in the Bell System mean a saving in telephone rates to each individual subscriber.

In all branches of telephone practice science has similarly contributed to economy. Even in such a comparatively small item as switchboard cords, improvements have reduced the cost of renewal by four million dollars a year.

Every new telephone added to the Bell System increases the usefulness of *all* telephones, but this multiplication tends likewise to increase the complications and the expense of service. The scientists of the Bell System, to offset this tendency, are constantly called upon to develop new devices which simplify complications and keep down costs.

By virtue of a united system the benefits of these improvements are shared by all subscribers—and the nation is provided with the best and cheapest telephone service in the world.

"BELL SYSTEM"

AMERICAN TELEPHONE AND TELEGRAPH COMPANY

AND ASSOCIATED COMPANIES

One Policy, One System, Universal Service, and all directed toward Better Service

Digitized by Google

537.05
BE

BELL TELEPHONE NEWS

SEPTEMBER 1922



Digitized by Google

Where Subscriber and Operator Meet

OUR Attended Public Pay Stations form the one department of our business in which the operator and the subscriber come face to face.

Of course, the young lady attendant at the Public Pay Station is not actually the operator in the sense in which our Traffic department uses the term, but to the Pay Station patron, she is the operator. The position offers a most unusual opportunity for a telephone employee to exemplify "the voice with the smile."

A patron of the Public Pay Station is almost always in a hurry. He is hastening to catch a train, or he is a guest at a hotel and his time is limited. He expects immediate attention and he gets it.

The Pay Station division is the only one which does a cash business with the subscriber. The Pay Station Attendant must collect for the calls as made, and this requires care and tact.

Our front cover picture shows a typical Attended Pay Station in a large railroad waiting room. There are hundreds of others at the disposal of the public, some of them attended and some equipped with coin boxes. The service of both types is equally important, and the operators who handle calls from the Non-attended Pay Stations have also an opportunity to render good service to the patron and make friends for the Company.

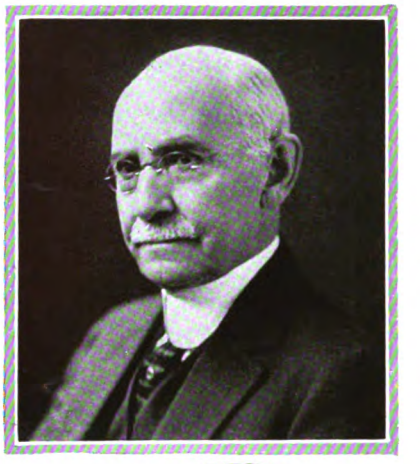
Digitized by Google

General and Division Commercial Officials

Illinois Bell Telephone Company



WALTER G. LUSCOMBE
Division Commercial Superintendent
Chicago City Division



ORRIN J. HOLBROOK
Division Commercial Superintendent
Chicago Suburban Division



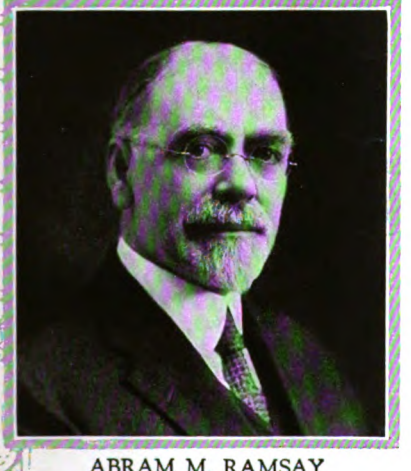
ALBERT P. ALLEN
Commercial Engineer



ALFRED R. BONE
General Commercial Superintendent



OWEN M. BURGESS
Division Commercial Superintendent
Illinois Division



ABRAM M. RAMSAY
Directory Superintendent



ROBERT M. NOBLE
General Commercial Supervisor



HAROLD F. CRUNDEN
Special Agent

Digitized by Google

Digitized by Google

BELL TELEPHONE NEWS

Volume 12 CHICAGO, ILLINOIS, SEPTEMBER, 1922 Number 2

PRESIDENT ABBOTT PRESENTS THEODORE N. VAIL MEDALS TO TEN EMPLOYEES

Briefly Describes Acts of Noteworthy Public Service Which Merited Awards for 1921

A MAXIMUM of proudness was evidenced in the Bell Forum, Chicago, the evening of August 10th.

The occasion was the presentation of the Vail medals to the ten telephone workers who performed acts of noteworthy public service last year.

President Abbott welcomed each medal recipient, told of the deeds performed and stated that the acts were a true manifestation of the spirit of the Bell System.

Vice President Garvey was master of ceremonies. He introduced the speakers.

General Traffic Superintendent Larned, chairman of the committee on awards, explained the committee's work in selecting the candidates for medals.

Irving Mehringer, chairman of the committee on recommendations, told of the work done by his committee.

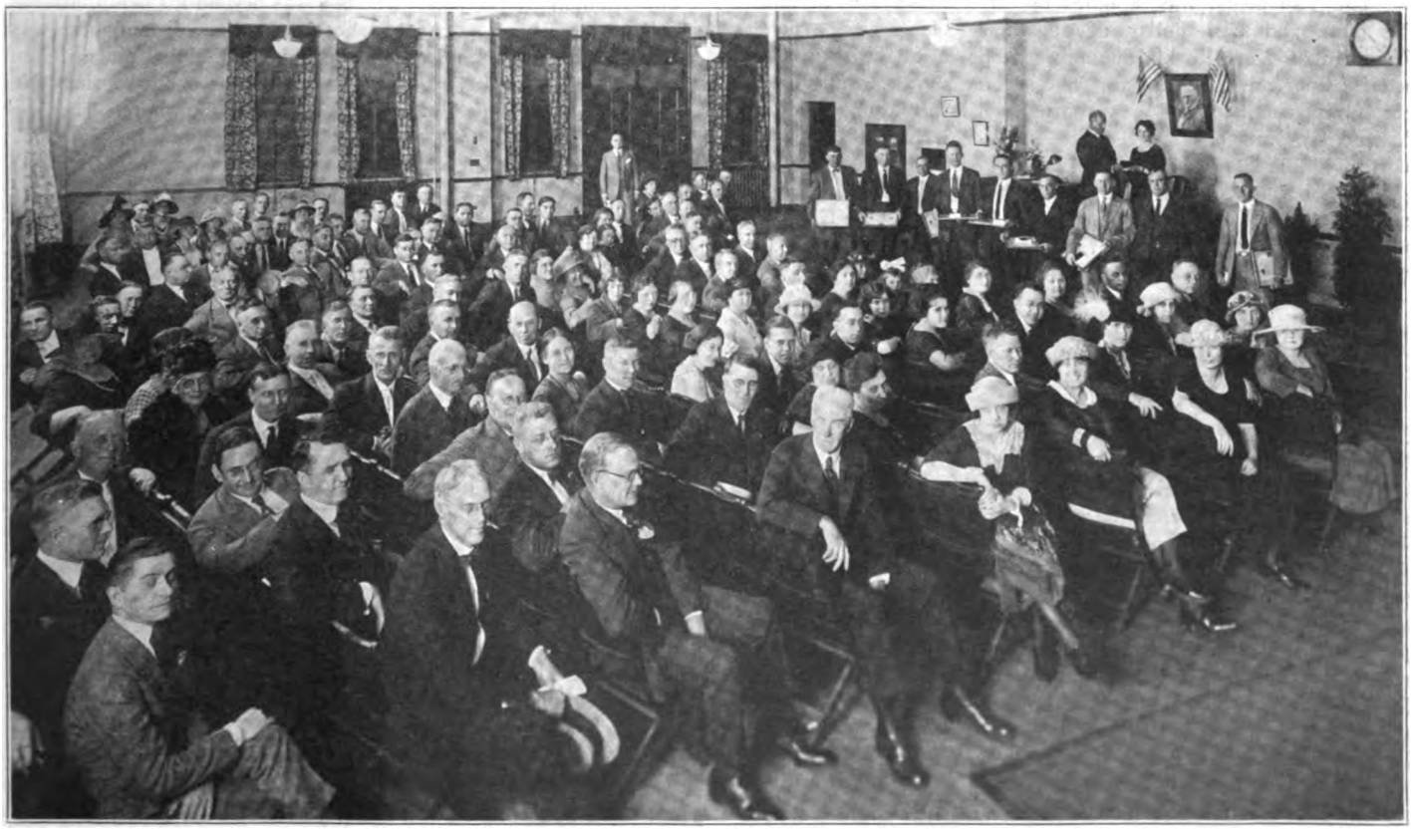
Miss Marguerite Marie Burke of the Commissary department assisted Mr. Abbott in the giving out of the medals and certificates.

Mr. Abbott said:

In January, 1921, announcement was made of the creation of the Vail Memorial Fund. The fund was the joint creation of Mrs. Vail, widow of Theodore N. Vail, and the American Telephone and Telegraph Company as a memorial to its former president who died April 16, 1920. Mr. Vail was recognized as one of the world's greatest business leaders and to his conspicuous service in the telephone field was due the expansion of the Bell System and the development of the art of telephony.

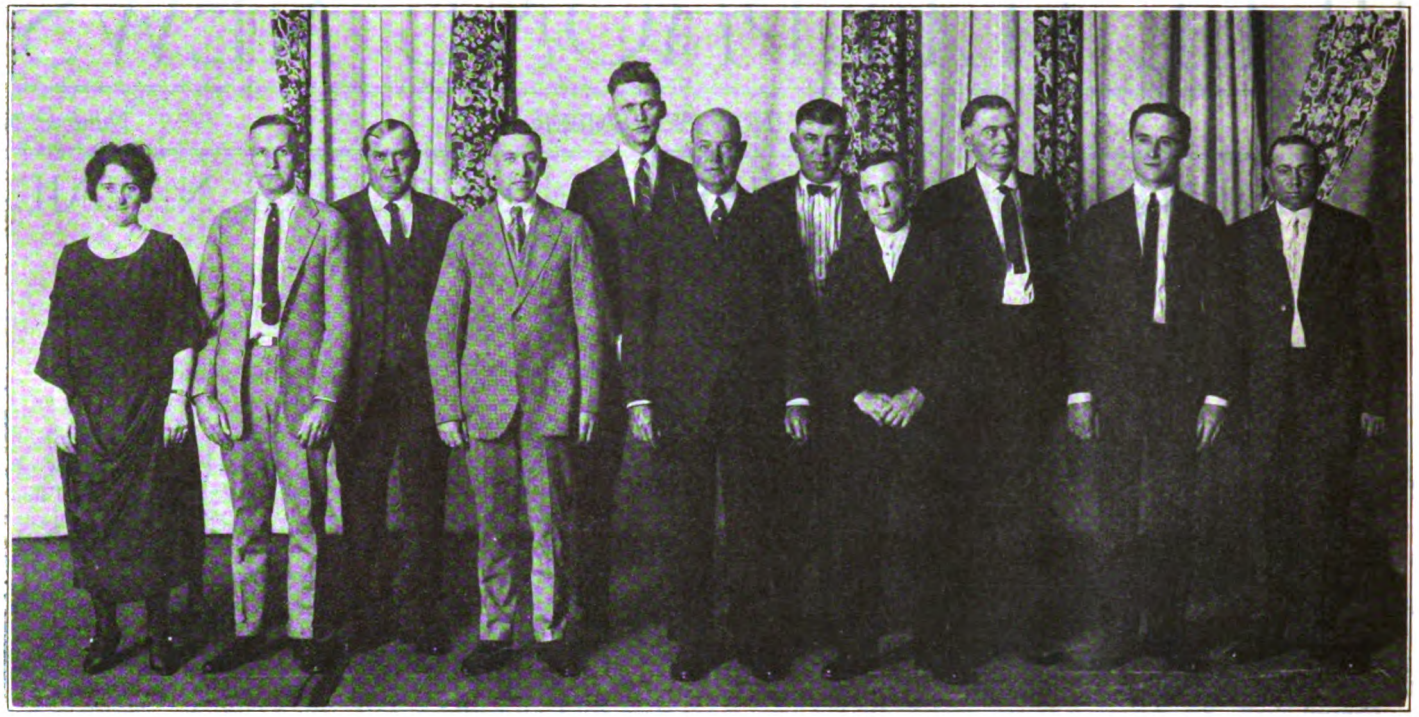
Under the provisions of the fund, bronze, silver and gold medals are awarded annually to members of the Bell organization throughout the United States for acts which conspicuously illustrate Mr. Vail's ideals of public service.

Bronze medals are awarded by each associated company of the Bell System. Gold and silver medals are awarded each year by a national committee which reviews the cases in which bronze medals have been awarded, together with any other cases submitted, and selects for this special recognition those whose services are of conspicuous excellence or importance. Each silver medal is accompanied by a cash payment of $250. And each gold



PRESENTATION OF THEODORE N. VAIL MEDALS TO TEN ILLINOIS BELL EMPLOYEES, AUGUST 10TH.

Digitized by Google



PRESIDENT W. R. ABBOTT AND TEN THEODORE N. VAIL MEDAL WINNERS

Left to right—Miss Mary Katherine Craig, Nicholas R. Harrison, Herman H. Krueger, Frank O'Connor, Grover A. Peterson, President Abbott, John Ribicki, James E. Richardson, John Reiman, George W. Stolz, Arthur I. Whiteman.

medal award by $500, or in case of a very exceptional act of service by a cash award of $1,000. The gold medal recipient for 1920, Mrs. Mildred Lothrop of Homer, Nebraska, received this large amount as by her work several thousand persons were warned of a disastrous flood.

The Vail medal was designed by the sculptor who designed the dime and half dollar of the new coin series, Adolph Weinman of New York. The face of the medal bears a characteristic portrait of Mr. Vail. The reverse shows an allegorical group representing service, supported by loyalty and devotion. Around the rim appear the words "The Vail Medal for Noteworthy Public Service."

By especially recognizing a few of the most conspicuous examples of noteworthy public service which are of daily occurrence among telephone employees and which characterize the spirit of the service throughout the Bell telephone system, we honor the memory of Theodore N. Vail, whose life was devoted to the advancement of the ideals for which these medals stand.

Miss Mary Katherine Craig

Supervisor, Belmont Office, Chicago.

On January 6, 1921, a call for a physician was referred to Miss Craig by an operator. The party calling stated his wife and four children had been accidentally overcome by coal gas in the kitchen of their home at 3257 Hirsch street, and he did not know what to do. Miss Craig advised the man to open the house and carry the victims to the open air. She then called for a pulmotor to be sent to the home, and summoned the nearest physician. He responded at once, but upon reaching the home was told his services were not needed, as the mother and children had been revived by the fresh air and the pulmotor.

Miss Craig had a mental picture of the frantic man and the dying family. Had she merely called a physician the chances are the family would have been dead by the time he arrived. Miss Craig's fourteen years of service in telephone work gave her the power to think clearly and act promptly, thus making possible the action which saved these lives. In recognition of a duty well performed it is a pleasure to pin this medal on you and to present you this certificate.

Nicholas R. Harrison

District Traffic Manager, Springfield.

Mr. Harrison, now at Peoria, was playing golf in Bunn Park, Springfield, on May 21, 1921. The course ran close to a bank of Bunn Park lake. Mr. Harrison noticed a boy about nine years old swimming in the lake. The boy was beyond his depth, making valiant efforts to reach the shore somewhat distant, and was tiring fast. Mr. Harrison dropped his golf clubs, plunged into the lake, and reached the lad just as he was about to sink. He swam with the boy about thirty yards to the shore. The boy would have undoubtedly drowned had it not been for the quick action of the rescuer.

Seventeen years of employment in the service of others made it possible for Mr. Harrison, without thought of self, to go immediately to the rescue of the drowning boy. Such service merits the reward I am happy to give you.

Herman H. Krueger

District Cable Foreman, Construction Department, Chicago.

A robber entered the meat market of Emil Khan, 1666 North California avenue, on June 24, 1921. Revolver in hand, the robber forced the proprietor and several patrons into an ice box. He then robbed the place and was going out the front door, the revolver still in his hand, when Krueger passed in an automobile. Mr. Krueger jumped from his machine and chased the robber through alleys and back yards. He caught him in the basement of the public school at California and Wabansia avenues, disarmed him, and turned him over to a police officer. The police captain in charge of this district wrote the telephone company, commending Mr. Krueger's display of courage and his citizenship in disarming an armed bandit, although Mr. Krueger was unarmed himself.

Thirty-seven years' telephone service surely has intensified Mr. Krueger's spirit of service. It takes more than ordinary courage to capture an armed bandit with only your own two hands as weapons. Mr. Krueger, you have been a telephone man for longer than most of us. We are proud of you. In pinning this medal on you, I feel honored.

Digitized by Google

Frank O'Connor
Repairman, Austin Exchange, Chicago.

Mr. O'Connor was passing 5054 Huron street the night of March 3, 1921, just as a patrol wagon stopped there. He went into the place with a policeman and found Miss Mary Montonelli overcome by illuminating gas. The police officer took the young woman to the back porch and used artificial respiration. The policeman's efforts seemed futile and the girl was given up for dead, but Mr. O'Connor was not satisfied. After twenty minutes' work he revived the girl.

Mr. O'Connor has left the employ of the telephone company and is now with Traill & Cooling Ice Cream Company, 208 Madison street, Oak Park. One of the things Mr. O'Connor learned in his seventeen years' telephone service was the proper method of applying artificial respiration. Here was a young woman, apparently dead, given up by the police. Mr. O'Connor could have accepted this idea. Instead, however, he continued his task, and was rewarded by knowing that his work saved a human life. It is our reward to have this act done by a former fellow worker. This medal on his coat may lead to inspiring others.

Grover A. Peterson
Exchange Station Installer, Chicago.

In response to a repair call April 13, 1921, Mr. Peterson went to the home of Mrs. Marie Larson, 3841 North Seeley avenue. Mr. Peterson was unable to get any response, but he detected the odor of gas. He, therefore, drove his machine to the police station, two blocks away, and returned with a policeman. They entered the apartment and found Mrs. Larson, fully dressed, unconscious on a bed in a room off the kitchen. A lungmotor was obtained. The police stated that the woman was too far gone for them to be of any help, but the doctor and Mr. Peterson worked for an hour with the lungmotor. Mrs. Larson was revived.

The spirit of "never say die" was strong within Mr. Peterson. It must have been a wonderful experience for him to see the woman revive, surely one of the happiest in his fifteen years' telephone service. To present this medal is an event of much satisfaction.

John Ribicki
Chauffeur, Hammond.

October 22, 1921, Archie Horenberg, a lineman, was at the top of a 20-foot pole preparing to attach a guy wire to it. As he pulled the guy wire the pole broke. As his safety belt was in position, he was unable to release himself. Mr. Ribicki was working at the guy rod, which had already been placed in the ground in normal position pointing toward the pole. Mr. Ribicki heard the pole crack, and realizing that Mr. Horenberg would strike the guy rod, remained in position, caught the pole, breaking its fall and deflecting it away from the rod. In catching the pole Mr. Ribicki also prevented Mr. Horenberg from receiving a serious crushing injury, as the pole would have fallen on him.

Rushing to the aid of a fellow employee and performing a task like this is a manly act. With no thought of injury to himself, Mr. Ribicki stood under this falling pole and by sheer strength pushed it and the weight of his fellow man out of danger. May your three years' telephone service be many more. It is a high honor to present you this well deserved medal.

James E. Richardson
Exchange Station Installer, Wentworth District, Chicago.

Mr. Richardson was at an employees' picnic in Calumet Park, July 31, 1921. Several of the party went in bathing, among them Mr. Richardson and Miss Margaret Stewart, a clerk at Wentworth office. The lake was rough because of a high wind. Miss Stewart ventured out in deep water and the high waves caused her to lose her footing; not being able to swim she went under. Mr. Richardson swam to the place she disappeared. Then by diving he reached her and carried her to the shore where he assisted in giving first aid.

To save a human life is a wonderful thing. To save the life of a fellow employee is more wonderful. If a man can forget himself to save a fellow worker, it shows seventeen years of service and training in the company prepares one for acts of true heroism. It is an honor to fasten this medal on you.

John Reiman
Line Supervisor, Suburban Plant Department, Chicago.

November 4, 1921, Mr. Reiman was shooting ducks at Fox Lake, Illinois. Walter Helmholz, 5551 West Adams street, Chicago, was doing likewise. The latter's boat, which was in the middle of the lake, was swamped and the waves were dashing over it. The boat finally overturned and Mr. Helmholz, weighted down with shells, gun, heavy boots and jacket, was trying to keep above water. Mr. Reiman rowed through the rough water and tied Mr. Helmholz to his own boat, as he was unable to lift him into his frail, canoe-like boat in such a sea. It took 45 minutes to reach shore. Mr. Helmholz was revived.

Thirty-one years' telephone service and still doing things like this! Mr. Reiman, you are a credit to the telephone family. It takes a real man to perform this kind of an act. To give you this medal is a high honor.

George W. Stolz
Exchange Station Repairman, Maintenance Department, Chicago.

Mr. Stolz was near the store of Sievers Bros., 1920 North Clark street, August 17, 1921, when he heard a shot fired. He saw two men run from the store. One of the men, carrying a revolver, ran toward Mr. Stolz, pointing his gun at him and threatening to kill him. Mr. Stolz secured a revolver from the proprietor of the store and chased the robber through an alley and yard into the basement of a building. Mr. Stolz stood guard over the robber until Mr. Sievers notified the police.

It takes unusual courage to capture an armed bandit. Mr. Stolz is a public benefactor in helping to put bandits where they belong. To chase an armed bandit, not knowing when he might shoot and kill you, is an exceptional act. Courage, plus, is what the eleven years' service of Mr. Stolz shows. It is a pleasure to give him this medal.

Arthur I. Whiteman
Toll Repairman, Joliet.

April 5, 1921, while driving his car near the Aux Sable bridge, Mr. Whiteman passed one of the company's trucks. He realized that the man was having trouble getting the truck up the incline, so he waited to be of assistance. Repeated efforts were made to keep the truck from rolling backward. Mr. Whiteman blocked the wheels several times with a rock. The truck reached the top of the incline without injury to the truck or the driver, but Mr. Whiteman's hand was badly crushed in placing the rock. First aid treatment was given, and he was then taken to Joliet, where medical attention was received. For a time it looked as if Mr. Whiteman would lose a finger, but medical aid saved it.

Mr. Whiteman could have passed on and let the driver of the truck take care of himself. However, that spirit is not displayed in men of Mr. Whiteman's type. In his twenty years' telephone service a love for his fellow man has become stronger. It is an honor to present you this medal.

For more than forty years the spirit displayed by these honor medal recipients has pervaded the Bell System.

The growth of the system has been phenomenal. The company has approximately 300,000 employees. This growth has been possible because it has been coupled with a spirit of service. True to its early traditions, the company has ever manifested to its employees and its public its ideal of "service first," until this spirit has become so ingrained in members of the system that it animates them, whether on or off duty, as is evidenced by the deeds just related.

The telephone has been the largest factor in making the United States one neighborhood. Let us hope the spirit shown in these conspicuous acts of service may so permeate the company that we may make our country also one brotherhood.

Digitized by Google

ILLINOIS PIONEERS FORM FIRST LOCAL CHAPTER

Granted Charter for Theodore N. Vail Chapter No. 1 — Mr. Abbott Becomes First President

THEODORE N. VAIL Chapter No. 1, the first to be organized under the plan providing for local chapters of the Telephone Pioneers of America, has received notice that its charter from the parent organization has been granted.



W. R. ABBOTT



J. W. BANCKER

Officers of the chapter have been elected as follows: President, W. R. Abbott; vice president, James W. Bancker; secretary-treasurer, William J. Maiden; executive committee — three years, William E. Bell; two years, Joseph J. O'Connell; one year, Mrs. Margaret Mackin Hyatt.

Delegates to the annual meeting in Cleveland September 29th and 30th were chosen as follows: John P. Hansen, Robert Cline, Mrs. Catherine M. Moore, William J. Maiden, George Hopf, Miss Harriet M. Binmore. Alternates—A. P. Hyatt, Edward Holmes, Miss E. A. McDonald, C. H. Kehnroth, Charles A. Stone and E. H. Bangs.

Mr. Abbott is president of the Illinois Bell Telephone Company. Mr. Bancker is assistant superintendent of the Western Electric Company at Hawthorne. All of the officers and members of the executive committee are well known in the telephone and Western Electric organizations.

The by-laws adopted provide that the territory shall be the same as that of the Illinois Bell Telephone Company in Illinois and Indiana.

The establishment of local chapters of the telephone pioneers, which has begun in various parts of the country, is the result of a movement started December 10, 1920, in Chicago when an informal meeting of Chicago pioneers passed a resolution suggesting that the Telephone Pioneers of America authorize in a legal way the formation of local units, in order that, through more frequent and more accessible assembly, the spirit of the organization might be better preserved. This resolution was transmitted by Secretary William J. Maiden to H. B. Thayer, president of the Telephone Pioneers of America, who replied immediately expressing great interest in the suggestion and promising to have the executive committee take it up promptly. This was done, but the final action was not taken until the St. Louis meeting last October. At that time the Telephone Pioneers of America formally authorized the establishment of local chapters under prescribed conditions. Chicago pioneers immediately applied for Chapter No. 1 and the recent approval of the application for a charter for Theodore N. Vail Chapter is the culmination of the movement. The by-laws provide that the principal office of the chapter shall be in Chicago and that any qualified member of the Telephone Pioneers of America residing within the designated area may become a member of Theodore N. Vail Chapter by notifying the secretary in writing of his desire.

The annual meetings of the chapter shall be held in the month of September, the exact date to be fixed each year by the call of the president. Special meetings for business or for social purposes may be called by the president or the membership at any time.

Theodore N. Vail Chapter No. 1 is therefore a going concern and every person in Illinois who is eligible is invited to become a pioneer and join Theodore N. Vail Chapter. The qualifications for membership in the Telephone Pioneers of America, as set forth in the constitution of the pioneers, are:

> Any person of good standing, who, at the time of making application, is employed in the telephone service and has been employed in the telephone service or its associated interests for a period of twenty-one years.

The cost is $3 the first year and $2 a year thereafter. This takes care of membership in the Telephone Pioneers of America and Theodore N. Vail Chapter.

Every person eligible is urged to join in time for the annual meeting in Cleveland, September 29th and 30th, to which members



W. J. MAIDEN



W. E. BELL



J. J. O'CONNELL



MRS. MARGARET MACKIN HYATT

Digitized by Google

of Theodore N. Vail Chapter expect to go in a body on a special train.

A general meeting and entertainment of the chapter will be given in the Bell Forum September 7th. The entertainment committee consists of A. R. Bone, chairman; H. D. Agnew, E. H. Bangs, W. J. Speer and J. P. Hansen. A special invitation is extended to all those in the service of the Illinois Bell Telephone Company who are eligible for membership in the pioneers. A membership committee was appointed as follows: Charles W. Bergquist, chairman; Mrs. C. M. Moore, C. H. Kehnroth, V. R. Lanestrem, H. G. Dean, Miss Mattie McCormack and Ed. S. Holmes.

An auditing committee has been appointed and is composed of U. F. Cleveland, chairman; Leo Montamet and H. E. Loveday.

Following is a complete list of the members of Theodore N. Vail Chapter No. 1, as of August 22, 1922:

William Rufus Abbott, Chicago.
Harry Donald Agnew, River Forest.
Albert Powers Allen, Chicago.
Augustus Allendorf, Harvard.
Fred W. Armitage, Chicago.
Frederick Ropes Atwood, Chicago.

Eva V. Baldwin, Chicago.
Frank L. Baldwin, Chicago.
James W. Bancker, Oak Park.
Edward Hugh Bangs, Chicago.
Charles Barnett, Chicago.
Charles Olney Barrows, Chicago.
Henry John Baumann, Elgin.
Claude Ross Bebee, Springfield.
Fred Beckman, Bloomington.
William R. Beisel, Chicago.
William Edward Bell, Chicago.
Robert C. Benson, Oak Park.
William Bercher, Cicero.
Charles W. Bergquist, Chicago.
John Joseph Bickel, Chicago.
Miss Harriett M. Binmore, Chicago.
Mrs. Julia Birdsall, Chicago.
William Robert Bixby, Chicago.
Edwin Dallas Blume, Milwaukee.
Walter H. Boesenberg, Oak Park.
Alfred Rufus Bone, Chicago.
Robert Stacy Bouland, Chicago.
Samuel Lowery Bowsher, Chicago.
William James Boyd, Chicago.
Thomas Marvin Bradford, Chicago.
Edward Francis Breen, Chicago.
S. Bauman Brennan, Berwyn.
Morgan Brooks, Urbana.
Earl J. Brown, Evanston.
Thomas Sheridan Brown, Galesburg.
Andrew Luther Burket, Chicago.
Bertis F. Burns, Oak Park.
John M. Burns, Chicago.
Peter C. Burns, Chicago.
Frederick G. Butler, Chicago.

Michael James Callahan, Chicago.
Patrick J. Callahan, Chicago.
Timothy J. Callahan, Chicago.
David Campbell, Evanston.
John L. Campbell, Evanston.
Carl Johan Carlson, Chicago.
Martin Joseph Carney, Chicago.
Herbert George Carpenter, Chicago.
William M. Carpenter, Chicago.
Thomas H. Carson, Chicago.
James Casson, Elgin.
Albert Cerney, Cicero.
John H. Champion, La Grange.
Harry W. G. Church, Maywood.
Ichabod E. Clark, Chicago.
Ulysses Franklin Cleveland, Chicago.
Robert Cline, Chicago.
James J. Cogan, Cicero.
William Edgar Conrad, Chicago.
Frank Brazil Cook, Chicago.
James H. Corcoran, Rockford.
William Ellis Crosley, Chicago.
Francis Xavier Crowley, Chicago.
Bertram S. Culp, Oak Park.

Charles W. Dean, Cicero.
Herbert George Dean, Chicago.
Victoria De'Giovanni, Chicago.
Allen E. Da Gue, Madison.
Frederic A. dePeyster, Chicago.
C. L. DePue, Chicago.
Thomas DeRusha, Chicago.
Albert Cole Dodge, Oak Park.
William Donaldson, Chicago.
Elbert Granville Drew, Chicago.
Herman H. Drewes, LaGrange.
John Patrick Driscoll, Chicago.
Thomas Driscoll, Chicago.
Charles A. Drucker, Chicago.
George Duffy, Chicago.
Daniel J. Dunn, Chicago.
George J. DuPlain, Chicago.

George W. Edland, Chicago.
Charles W. Elithorpe, Cicero.
Thomas A. Emmett, Chicago.
Lemuel Guy England, Pontiac.
Miss Cora B. Evick, Chicago.

George Luther Farrell, Oak Park.
Henry William Fischer, Cicero.
Maurice P. Flynn, Chicago.
John J. Foley, Chicago.
Arthur Holmes Ford, Chicago.
James Story Ford, Chicago.
James Fraher, Waukegan.
Albert George Francis, La Grange.
Thomas Emmett Freeman, Chicago.
Gustav A. Freix, Cicero.
Gertrude Fries, Chicago.
Minnie V. Fries, Chicago.
S. Guy Fulmer, Chicago.

Hans N. Gantzell, Chicago.
Ernest Gauthier, Chicago.
Arthur Leo Gedney, Chicago.
Daniel W. Gee, Chicago.
Charles Chandler Gilchrist, La Grange.
Edward R. Gilmore, Evanston.
Alvin Munro Glahn, Chicago.
Miss Mayme T. Goodwin, Chicago.
Frank J. Grau, Cicero.
David Griffiths, Chicago.

Frank George Haase, Chicago.
David F. Hall, Chicago.
James Edward Halligan, Quincy.
Paul H. Hammang, Forest Park.
John Penfield Hansen, Chicago.
Louis Hansen, Chicago.
Walter Scott Hanson, Chicago.
John Harper, La Grange.
Clarence Wilfred Hauger, Cicero.
Eugene A. Hauser, Berwyn.
Alonzo Don Hawk, Chicago.
Walter Raymond Hearne, Chicago.
Frank A. Hefele, Cicero.
John H. Hellweg, Jr., Chicago.
Newhall Helmer, Lake Bluff.
E. A. Hemmer, Oak Park.
James P. Hennessy, Chicago.
Edward Herbert, La Grange.
Angus S. Hibbard, Chicago.
Otto George Hild, Chicago.
Oscar Henry Hirschman, Chicago.
John Wallace Hobbs, Springfield.
Elizabeth M. Hogan, Oak Park.
Sydney Hogerton, Chicago.
Orrin Joseph Holbrook, Chicago.
George Ferdinand Holden, Wilmette.
Rockwell Lamb Holden, Chicago.
Edward S. Holmes, Chicago.
Harry Hood, Hammond.
George Hopf, Chicago.
William O. Hopkins, Chicago.
Elizabeth M. Hoppe, Chicago.
Fred Hoppert, Forest Park.
Richard A. Horn, La Grange.
William Horner, Chicago.
William Fuller Hosford, Oak Park.
Eben J. Howells, Kankakee.
William Hubbard, Elgin.
Alole Henry Huemmer, Forest Park.
Herman August Huening, Chicago.
William Hughes, Chicago.
Miss Bertha Louella Belle Hull, Chicago.
John A. Hullihan, Maywood.
George H. Hutchinson, Chicago.
Albert Percy Hyatt, Oak Park
Mrs. Margaret Mackin Hyatt, Oak Park.

Oscar H. Inman, Chicago.
Samuel Insull, Chicago.
James B. Irving, Wilmette.

C. L. Johnson, La Grange.
Clarence S. Johnson, Chicago.
Gust. E. Johnson, Chicago.
Lewis Charles Jones, Chicago.

Fred Roger Kasparek, Chicago.
Rollo C. Kearsley, Chicago.
Charles H. Kehnroth, Chicago.
Charles C. Kelly, Cicero.
George Mitchell Kendrick, Chicago.
Jerome D. Kennedy, La Grange.
Thomas L. Ketcham, Chicago.
William Joseph Kinsley, Chicago.
Joseph Klofat, Lyons.
Louis Koukol, Cicero.
John P. Krivanek, Berwyn.
Herman H. Krueger, Chicago.

William M. Lackin, Chicago.
Victor Robert Lanestrem, Chicago.
Mrs. Mary Regan Langan, Chicago.
Sherwood Johnston Larned, Chicago.
Edward L. Lax, Edwardsville.
Mrs. Lyda M. Lax, Edwardsville.
Cora M. Leander, Oak Park.
Matilda V. Leeseberg, Melrose Park.
Charles O. Lefebvre, Chicago Heights.
Frank E. Leonard, Chicago.
George Letourneau, Chicago.
Harry B. Lewis, Chicago.
Harry John Lewis, Chicago.
Warren Albert Lodge, Chicago.
George H. Lonnsbery, Chicago.
Harry E. Loveday, Chicago.
Herbert Harry Lovell, Chicago.
Frank Hamilton Lowe, Cicero.
Joseph Thomas Luby, Chicago.
William Henry Luby, Chicago.
Richard Charles Luepke, Chicago.
William C. Lumpkin, Mattoon.
William Honeyman Lundie, Chicago.
Walter George Luscombe, Chicago.

Minor Magers, Cicero.
William Joseph Malden, Chicago.
Charles J. Malmros, Berwyn.
Miss Helen Josephine Masterson, Chicago.
Miss Anna Theresa Masterson, Chicago.
Robert Cutler Matlock, Chicago.
Mollie C. McCaffrey, Highland Park.
Thomas N. McCann, Chicago.
Miss Mattie McCormack, Chicago.
Archie T. McDonald, Chicago.
Miss Eveleen A. McDonald, Chicago.
Andrew James McGee, Chicago.
Patrick McGlynn, Cicero.
Miss Mary McGrath, Chicago.
Allan R. McGregor, Chicago.
John Bernard McLaughlin, Chicago.
Owen E. McMahon, Elgin.
Harry B. McMeal, Chicago.
James Bell McMillin, Decatur.
Adolph A. Meicke, Cicero.
Arthur Metzger, Chicago.
Walter C. Mielke, Chicago.
Emil Meilstrup, Chicago.
Andrew Mikell, Chicago.
Jay Gordon Mitchell, Springfield.
Frank A. Mitchell, Chicago.
Leo Montamet, River Forest.
Mrs. Catherine Mary Moore, Chicago.
Orlando Sherman Morse, Springfield.
Charles Egbert, Mosely, Chicago.
Harry A. Mott, Chicago.

James Niven, Chicago.
George W. Noe, Chicago.

Digitized by Google

Nicolai Nommensen, Chicago.
Joseph John Novak, Chicago.

John Joseph O'Brien, Chicago.
Joseph John O'Connell, Chicago.
Thomas J. O'Connor, Chicago.

Edward Parks, Chicago.
Albert Jay Parsons, Springfield.
John H. Passman, Chicago.
William F. Patten, Chicago.
Edwin G. Patterson, Maywood.
William Walter Patterson, Chicago.
Charles M. Paulsen, Chicago.
Ralph Summer Peirce, Hinsdale.
William Greenleaf Eliot Peirce, Chicago.
Arthur D. Percy, Chicago.
Irving Thomas Perrett, Chicago.
William Edward Peters, Chicago.
August Peterson, Cicero.
Josephine Pfeiffer, Chicago.
M. Phillippy, Chicago.
Emil Piedfort, Chicago.
Robert Vander Ploeg, Chicago.
Bessie V. Pritchard, Chicago.
Henry Robert Purtell, Chicago.
Albert H. Putnam, Chicago.
George P. Putnam, Jr., Chicago.

Nora A. Quinlan, Chicago.

Carl John Radack, Chicago.
Benjamin F. Raidart, Chicago.
Abram Milne Ramsay, Chicago.
Benjamin Franklin Rand, Chicago.
Ralph E. Rassweiler, Downers Grove.
Verne Ray, Chicago.
Miss Anna Belle Raymond, Chicago.
Frank Redmund, Chicago.
Joseph Homer Renaud, Chicago.
Joseph L. Rhoades, Chicago.
Samuel Arthur Rhodes, Chicago.
Frank G. Richmond, Alton.
John Henry Riddel, Chicago.
Frank J. Riegel, Oak Park.
John Rieman, Chicago.
Charles Henry Rissmiller, Chicago.
Sara M. Rodrich, Aurora.
James E. Rohrbaugh, Warrenville.
Edward P. Rook, Chicago.
Louis Rothstein, Elgin.
Robert James Ruttle, Chicago.
Joanna C. Ryan, Chicago.
Miss Kate T. Ryan, Chicago.
Thomas Patrick Ryan, Chicago.
Ethlyn R. Rump, Chicago.

Philip St. Peter, Chicago.
Charles Schaab, Chicago.
Edward Bosworth Scott, Chicago.
Winfield Isaac Seavey, Chicago.
William R. Sharar, Cicero.
Anthony James Sheridan, Chicago.
Frank J. Sheridan, Oak Park.
Robert Francis Shursen, Joliet.
Gus Paul Siebert, Cicero.
Alfred Slater, Chicago.
Joseph Sleeman, Cicero.
Arthur F. Smith, Chicago.
Arthur Sedwick Roberts Smith, Chicago.
John Peter Smith, Chicago.
Ediom H. Smythe, Chicago.
Thomas Snelling, Chicago.
William John Speer, Chicago.
Oliver C. Spurling, Oak Park.
Harry Irving Stevens, Chicago.
Frank Elmer Stewart, Hammond.
Peter Stichter, Chicago.
John Oscar Stockwell, Chicago.
Charles Anderson Stone, Chicago.
Rudolph Stork, Chicago.
Harry Strout, Chicago.
John Alfred Stuart, Chicago.
Bernard Edward Sunny, Chicago.

Arthur George Tegmeyer, Chicago.
George S. Thompson, Chicago.
Joseph Tick, Chicago.
William Andrew Titus, La Grange.
John Toman, Jr., Chicago.
George Edward Toohey, Riverside.
E. B. Torland, Chicago.
George C. Treadway, Peoria.
Edwin Pierce Vette, Chicago.
Joseph Vraneck, Maywood.

Edward Benton Walsh, Chicago.
Richard E. Walsh, Chicago.
Albert Wantz, Chicago.
Philander Vergil Warner, Chicago.
Miss Harriet Faye Webber, Chicago.
H. M. Webber, Wilmette.
Harry G. Webster, Chicago.
John C. Weisert, Chicago.
Henry Weichel, Aurora.
Michael J. Welch, Chicago.
Frank B. Wever, Chicago.
A. Hugh White, Joliet.
Michael White, Chicago.
Nelson N. White, Chicago.
Edwin Wibly, Chicago.
Peter H. Wiese, Cicero.
Fred D. Wilkin, Elgin.
Edgar Leonard Winters, Chicago.
Frank L. Wise, Chicago.
Patrick Wise, Chicago.
John Wesley Wolçott, Chicago.
Miss Mary E. Woods, Chicago.
Miss Sadie Woods, Chicago.
Frank Henry Work, Chicago.
Walter H. Work, Chicago.
James G. Wray, Chicago.
Thomas Wray, Oak Park.
David M. Wright, Oak Park.
Jesse C. Wylie, Oak Park.

Miss S. Cornelia Young, Warrenville.
Benhardt Gustav Youngston, Chicago.

Oscar Zanteson, Chicago.
Louis Zielinski, Jr., Evanston.



PLAYHOUSE SQUARE IN CLEVELAND, THE CENTER OF THE THEATER DISTRICT

In the background is the new twenty-one-story Keith Theater building. On the right is the beautiful Hanna building erected by the estate of the late Mark A. Hanna. Several of Cleveland's finest stores are near Playhouse Square.

Digitized by Google

PREPARATIONS FOR PIONEERS' MEETING COMPLETED

All Roads Will Lead to Cleveland, Ohio, Where Members of N. C. Kingsbury Chapter No. 2 Will Be Hosts

WHEN General John J. Carty opens the first session of the ninth annual convention of the Telephone Pioneers of America in Cleveland, September 29th, he will probably face the largest audience that has ever attended an annual meeting of the organization.

Plans for the convention are rapidly nearing completion under the guidance of the convention committees from The Ohio Bell Telephone Company organization.

Convention visitors will receive a warm welcome in the Fifth City and telephone workers from all parts of Ohio are planning to turn out to greet them when they arrive on the shores of Lake Erie.

The Hotel Cleveland, biggest and newest in the city, will be the convention headquarters. From its central location at the Public Square and Superior avenue, delegates will have ample opportunity to see Ohio's metropolis in action.

One of the big features of the gathering will be the special demonstrations under the auspices of the American Telephone and Telegraph Company, in Cleveland's new seven million dollar public hall, said to be the largest and finest of its kind in the United States. The nature of the demonstrations is being kept secret for the present, and should promise some interesting surprises for all who attend.

Pioneers will make use of the Masonic Temple, another of the city's mammoth auditoriums, Saturday evening, when it is planned to have the annual banquet. The Masonic Temple is one of the city's show places and will offer an ideal place for the banquet.

Any telephone man or woman who is planning to attend the convention and who desires special information about the possibilities of including the convention on his or her vacation trip will be given assistance in preparing plans if D. H. Morris, assistant to the vice-president, The Ohio Bell Telephone Company, 4300 Euclid avenue, Cleveland, Ohio, is notified.

Ohio Pioneers have organized N. C. Kingsbury Chapter No. 2 of the Telephone Pioneers of America and the members of the chapter are very happy over the fact that they are to be the first local chapter to act as host to an annual meeting.

Preparations for the visit of the Illinois Pioneers are going on apace. The General committee, of which H. A. Mott is chairman, has completed details for the special train which will leave Chicago at 10:25 a. m. Central Standard time, September 28th, and make stops at Englewood, South Bend, Elkhart and Toledo. The following committees in charge of details of the trip have been appointed:

Reception Committee—Mrs. C. M. Moore, chairman; S. J. Larned, Mrs. Mary Langan, John H. Passman, Miss M. Wood, Miss G. Leeseberg, Miss Mary Foley, Mrs. J. Birdsall, Miss Harriet Binmore, Miss E. McDonald, W. J. Maiden.

Railroad Committee—A. G. Francis, chairman; A. P. Allen, S. J. Larned, C. H. Kehnroth, W. Speer.

Entertainment Committee—Miss Mattie McCormick, chairman; S. J. Larned, J. W. Wolcott, J. B. McLaughlin, Miss Sadie Wood.

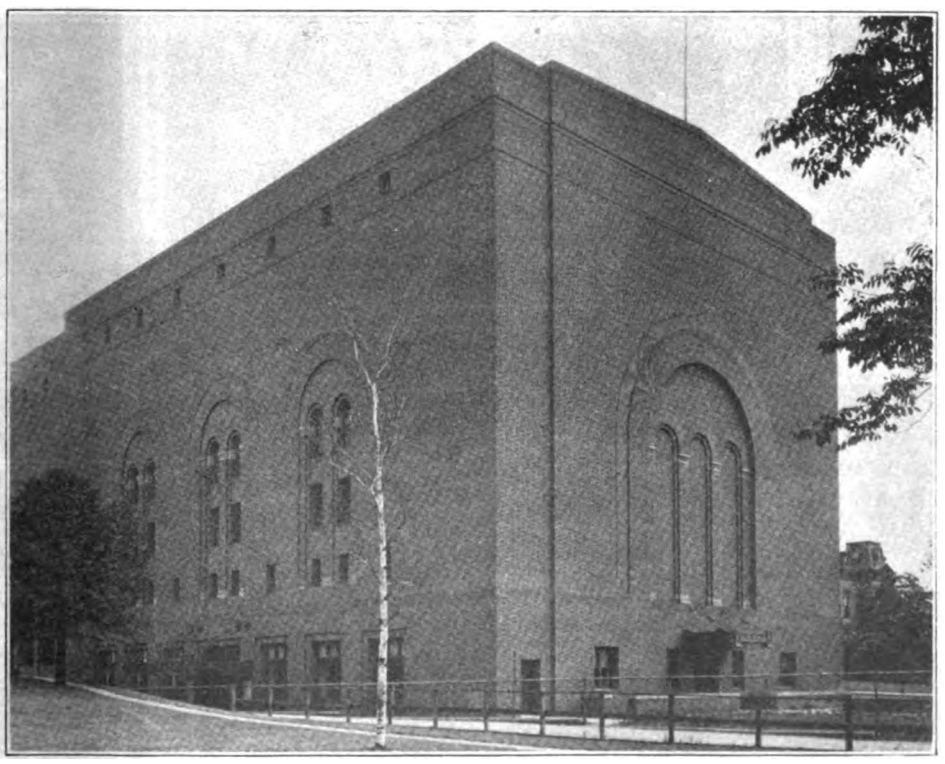
Favors Committee—H. W. Bang, chairman; W. E. Crosley, J. P. Hansen, H. D. Agnew.

Publicity Committee—A. T. Irwin, chairman; A. P. Allen, E. H. Bangs.

First Aid Committee—W. E. Crosley, chairman.

A full story of the organization of Theodore N. Vail Chapter No. 1 appears elsewhere in this issue of the BELL TELEPHONE NEWS. All persons eligible to become pioneers are urged to affiliate with this chapter whether they expect to attend the convention or not.

By the time this is printed it is expected that a leaflet outlining the full details of the Cleveland trip will be in the hands of all pioneers, together with a post card asking information as to probable attendance. All pioneers expecting to attend are urged to fill out and mail this post card at once to W. J. Maiden, 212 West Washington street, Chicago.



MASONIC TEMPLE, CLEVELAND, OHIO

Iceland Stands High in Telephone Development

THOSE who are accustomed to think of Iceland merely as a bleak land of perpetual snow and ice may be surprised to learn that from the standpoint of telephone development it is well upon the list. The actual number of telephones, which is about 2,300, may seem small, but the total population is under 100,000, and on the basis of number of telephones per 100 of population, Iceland holds a good rank. With its 2.4 telephones for every 100 people, Iceland comes ahead of Great Britain, which has 2.1, and France, which has only 1.2 telephones for every 100 people.

Telephone Taxes

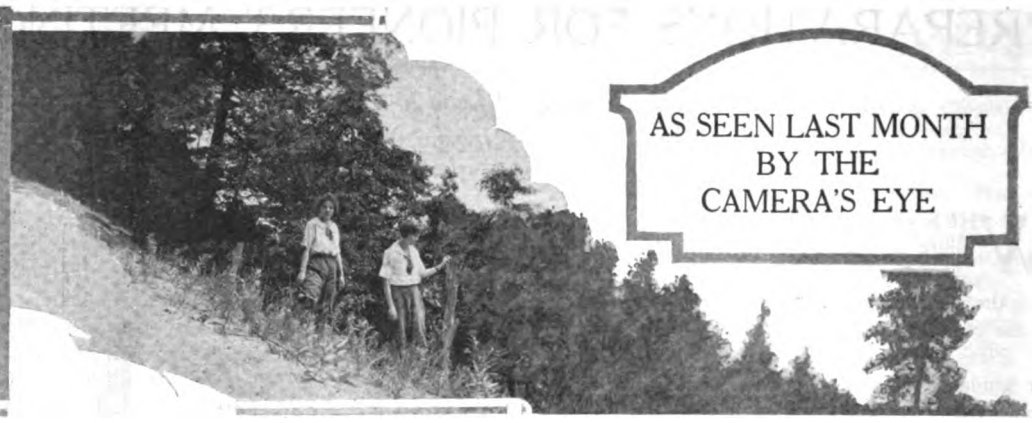
THE taxes levied by public authorities upon the Bell Telephone System for the year 1921 amounted to $4 for every telephone instrument owned by the system.

Digitized by Google

AS SEEN LAST MONTH BY THE CAMERA'S EYE



Mrs. Henry Smith and daughter in Alleghany Mountains.



Miss Thelen (left) at Mount Baldy, Michigan.



Humboldt operators' "car" during strike.



Mr. and Mrs. James Ertler. Mrs Ertler is at Yards.



The way Miss Birkland, Humboldt, traveled during strike.



Miss Gladys Moore, pay station attendant, became a bride.



Misses L. and B. Hoare, Lafayette, vacationing at Lakewood, Michigan.



Miss Kiernan and Kelly, pay station division, at Sister Lake, Michigan.



Mr. and Mrs. Wallace. Mrs. Wallace was Agnes Carroll, operator at Yards.



Henry Smith on his way to New York City.



Mr. and Mrs. Reidy. Mrs. Reidy was Kittie Shoelin, supervisor at Yards.

Digitized by Google

TELEPHONE SERVICE "CARRIES ON" IN SPITE OF TRANSPORTATION TIE-UP

Complete System of Automobile Transport Employed to Take Operators to and from Their Homes During Chicago Strike

ALTHOUGH for six days last month not a single elevated train or surface car was operated in the city of Chicago, the telephone service was maintained as usual and the operating forces were on the job throughout the emergency.

The strike of traction workers started at midnight August 1st and continued until August 7th (a few "L" trains were started on the night of August 6th). During that time, Chicago walked or "jitneyed."

The fact that telephone service was fully maintained was due to the careful plans made by the telephone company to transport the operating forces to and from their homes and the splendid work of the employees involved in carrying out the arrangements.

When a transportation tie-up seemed probable, about July 1st, plans were made to transport the operating forces so that the service would be maintained at the usual high standard. The transportation scheme consisted of ninety-six buses or trucks of sixteen to thirty-passenger capacity, which operated on regular schedules between central office buildings.

Operators were divided into four classes—those living within walking distance of the office at which they worked; those who ordinarily used steam railroads as a means of transportation, or who lived within walking distance of a steam railroad station and could use this means of transportation during the emergency; those who lived within walking distance of any central office, and those not within walking distance of any central office or steam railroad station.

The first two classes, of course, took care of their own transportation as in normal times. Operators within walking distance of any central office not their own walked to that office and used an inter-office bus to go to the offices at which they worked. Operators not within walking distance of any central office or of a steam railroad were assembled at designated corners, picked up by touring cars owned by company employees and taken to the nearest central office building where they boarded the main trunk line trucks, either express or local, going to their own offices. Ninety-eight touring cars were used in this pick-up work. In addition to the drivers of these vehicles, about 300 men were used as dispatchers and conductors on the busses.



MISS MARIAN PAGUE

Miss Pague did not permit a little thing like a traction strike to disturb her good humor. She journeyed back and forth each day on her bike. She is an operator in the Long Lines division, Chicago.

The movements of the busses and touring cars were controlled by private wires leading from the door of each central office building to a chief dispatcher in the general office building where maps showing bus routes, time tables and pick-up runs were assembled. One chief dispatcher was assigned to the South Side, one to the North Side and one to the West Side.

To safeguard the telephone service in business districts where the transportation congestion was greatest, about 650 people were kept in downtown hotels during the week of the strike. These people took care of the early morning and busy hour traffic, and also the late evening traffic. Where local conditions warranted, some traffic employees chiefly of the supervisory forces were lodged in outlying hotels.

On the first day of the strike regular days off for Sunday work were cancelled, and the entire force was brought in. The traffic on the first day was estimated to be fifteen per cent above normal. By the third day the traffic had steadied down to about the July level, which is slightly higher than the normal August traffic. Days off were again arranged, and the central office conditions returned to normal.





CARRYING CHICAGO OPERATORS TO AND FROM THEIR HOMES DURING THE TRACTION STRIKE

Digitized by Google

The operating forces displayed a most loyal spirit during the strike, cheerfully putting up with the discomforts of truck travel, unusually long walks and delays in reaching home. The attendance also reflected a good spirit. The incidental absentees which are normally five per cent at this time of the year dropped to three and one-half per cent during the strike. The service was, therefore, kept up to a high standard. Although the service observers were doing operating work during the first three days, they resumed their normal duties on the fourth day, and their observations showed the service to be practically normal.

The fact that nearly all the downtown department stores carried display advertisements in the newspapers requesting their patrons to shop by telephone indicates that the public appreciated that the service was not affected by the car strike.

Early in July, when the transportation tie-up seemed probable, special plans were made in the office of G. K. McCorkle, general supervisor of traffic, to provide for means to keep service up to normal. Mr. McCorkle directed this work with C. H. E. Arnold, in direct charge of the working forces. Mr. Arnold who had charge of preparing maps and transportation routes was assisted by C. K. Brydges, A. G. Pashby, M. J. McQuiston and W. R. Houchens, all of Mr. McCorkle's office. Arrangements for hotel and lodging accommodations in outlying districts, the loop and in the central office, were handled by W. T. Bell, who was assisted by G. A. Watson, G. A. Rutgers and C. H. Kessler.

The dispatchers who aided in making transportation plans and in carrying out the actual work were, with one exception from the Traffic department and unless otherwise indicated, were from Mr. McCorkle's office—C. R. Findeisen, district dispatcher for the North Side, was assisted by H. C. Upton, L. A. Zielinski, Jr., R. B. Borden, J. W. Truitt, Division No. 1, and J. P. Chamberlain, Suburban division.

D. C. Porter, district dispatcher for the west side, was assisted by H. J. Malone, Division No. 1; Harvey Dohm, William Sepke, Division No. 2; A. V. Farr, supervisor of public relations (later relieved by S. F. McKinney, suburban division), and Frank Mitchel, employment supervisor's office.

L. H. Gale, Division No. 2, district dispatcher for the South Side, was assisted by E. H. Robinson, Division No. 1; Robert Johnson, Clarence Votava, Division No. 2; J. H. Ogg, Division No. 2; C. W. Bacon, Division No. 2, and H. N. Smith of the employment supervisor's office.

P. B. Hefferren, employment supervisor, had charge of the physical arrangements for equipping the Bell Forum (which was used chiefly for dinners) and outlying offices and also assisted Mr. Bell in hotel arrangements.

These traffic men made the transportation plans work under the most trying conditions of high speed—working early and late. They gave up their Fourth of July holiday, and in many cases Saturday afternoons and Sundays. It was no uncommon sight to see a group of them going out for dinner at about eight or nine in the evening, and then see them come back and work until the early hours of the morning.



FUN WITH A FLIVVER

Robert Huck, a maintenance man at Rogers Park office, Chicago, used his automobile before and after regular business hours to transport strike-bound persons. The signs on his machine attracted much attention. A picture of it was printed in the Chicago Herald and Examiner.

Other employees assigned to special duty during the strike including office dispatchers, conductors, pick-up men, etc., did splendid work in carrying out plans which had been made, and cooperated to the fullest extent.

No special arrangements were made by the company to furnish transportation to any employees except the operators. Notwithstanding this, there were almost no failures in attendance among the clerical and other forces. These employees realized that the company had a big task in carrying operating forces and that they must look out for themselves. This they did, with all the good nature in the world, and all functions of the business were performed as usual.

After the strike was over President Abbott issued the following letter of thanks and commendation:

To All Employees:

The group of men and women upon whom Chicago depends for telephone service did not fail the citizens last week.

They gave another demonstration of their resourcefulness and dependability. Those assigned to special and unfamiliar duties cheerfully met the strenuous work and long hours involved. Other employees at their regular posts of duty made a record for attendance and punctuality that was better than normal.

"Business as usual" was an accomplished fact insofar as the telephone service was concerned.

The officers and directors of the company wish to take this occasion to thank all of their associates in the business for the spirit in which this emergency was met, and we believe it will also be appreciated by a large part of our patrons, the public.

W. R. Abbott,
President.

August 7, 1922.

Number, Please

UNCROWNED heroines of patience, gentleness, courtesy—these are are our telephone operators. To sit for hours saying "Number, please" in a pleasant voice; to give ever that soft answer which turneth away wrath; to suffer fools gladly when they bawl a number into your ear or put the baby to the mouth-piece to hear the baby babble; to say quietly, "No party on your line now," knowing the receiver will be slammed at you; to be yelled at, bawled at, denounced and derided, and yet to remember that you are a public servant and never to lose your temper—some job.

It is easy to criticise, but I wonder if there is any public service superior to our telephone service. And would we not do well to remember that these girls who serve us are sisters, daughters, young women of exceptional ability and charm? They must be to keep their positions. "Number, please" they say, but I'll venture they have your number and mine.—*The Parish Visitor*, magazine of St. Luke's Episcopal Parish, Evanston, Ill.

Safety is like golf—the lowest score wins.

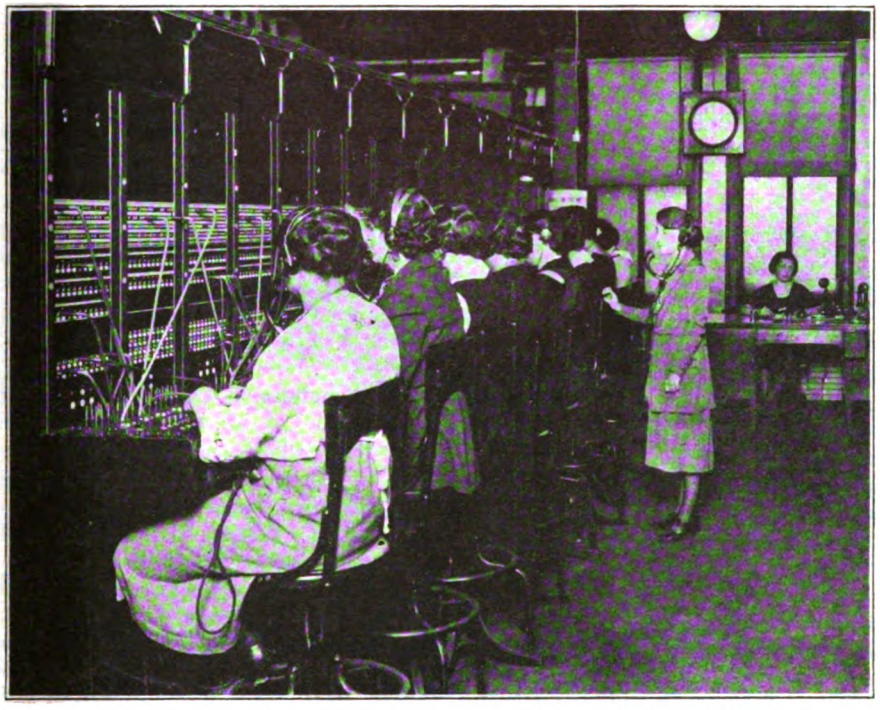
Digitized by Google

BIG SWITCHBOARD FOR PENNSYLVANIA LINES IN CHICAGO IMPROVES SERVICE

Handles 16,500 Calls Per Day — Twenty-four Hour Service Maintained

From "Pennsylvania News," Chicago, July 15, 1922

WHEN the Pennsylvania System's Northwestern Region general office was established in Chicago, March 1, 1920, the telephone facilities were inadequate and very scattered. The general office switchboard, which was first located in Room 846 Insurance Exchange building, and later moved to 323 South Wells street, was not large enough to provide the service required by all of the established offices. This made it necessary to call upon the Illinois Bell Telephone Company to install a switchboard as soon as possible in the office of the division freight agent, 181 West Quincy street (formerly the old Lombard Hotel). This request was necessary because the telephone company could not provide a switchboard of sufficient capacity and of the proper type, when requested, to properly handle the Pennsylvania long-distance business.



SWITCHBOARD OF PRIVATE BRANCH EXCHANGE OF THE PENNSYLVANIA RAILROAD IN CHICAGO

The installation of the switchboard in the office of the division freight agent made the fourth telephone branch exchange to be installed to handle the business of the Pennsylvania System. Each of the telephone branch exchanges was provided with a separate number.

Need for Consolidation

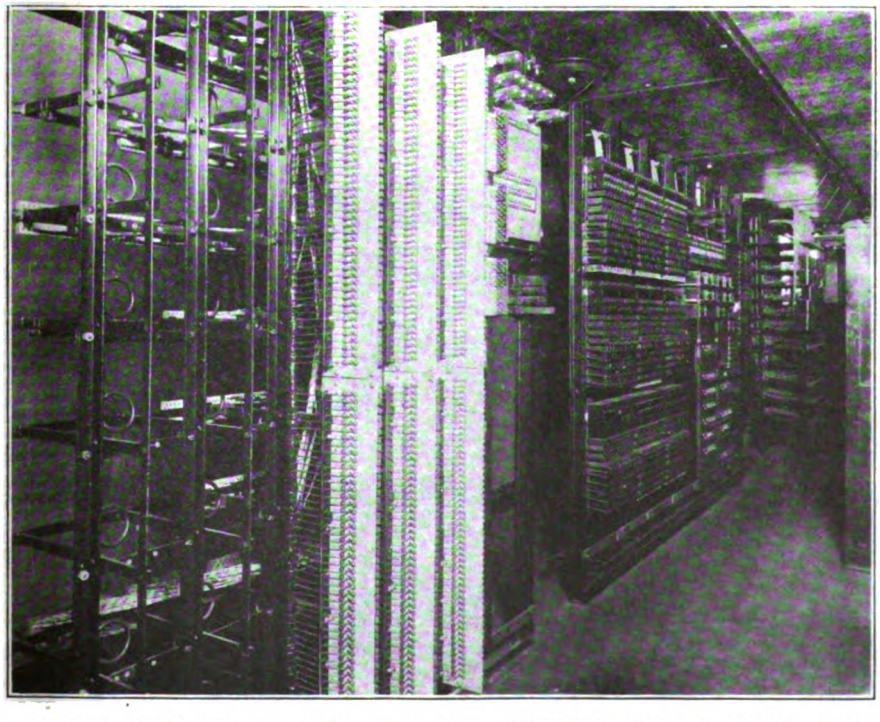
The four different exchanges presented to the public a condition which was undesirable and one which often caused confusion, that was the subject of occasional complaints. With the thought in mind that the concentration of facilities would reduce the lost time in handling communications between the public and the Pennsylvania offices, much study was given to the subject and it was decided to confer with the telephone company.

After several conferences a decision was reached as to the type of switchboard that could best take care of the needs of the railroad company. It was what is known as the No. 604. It provides all the necessary standard and special features required to take care of the company's long distance and party yard-line circuits.

The telephone company was reluctant about furnishing such a high-grade switchboard, which was estimated to cost $30,000, unless the railroad company could give a permanent location for it.

Polk Street Permanent Location

It was generally understood that the office building at 323 South Wells street was only a temporary location. The present location, Polk street freight terminal, was finally decided upon. After being authorized to go ahead with the project, the telephone company was requested to hurry the installation as much as possible.



TERMINAL EQUIPMENT OF PRIVATE BRANCH EXCHANGE OF THE PENNSYLVANIA RAILROAD IN CHICAGO

The switchboard, type No. 604, which is the highest grade for railroad work approved by the American Telephone and Telegraph Company, consists of eight positions, multiple type, including one position for business handled on railroad company-owned long-distance lines alone. The remaining seven positions

Digitized by Google

are for the purpose of handling all local calls and incoming and outgoing calls over telephone company trunks. This switchboard has a capacity of 300 local lines, twenty railroad company long-distance lines and ninety city trunks. There are 220 local lines in use, equipped with 250 telephones. There are eighty city trunks and four long-distance trunks in use between the railroad company and the telephone company, also three tie trunks to the consolidated ticket office.

The railroad company-owned long-distance lines in the northwestern region provide service to Logansport, Fort Wayne, Mansfield, Toledo, Canton, Pittsburgh and Altoona. The service to Pittsburgh, Altoona and Toledo requires the use of a telephone repeater which is located at Fort Wayne, Indiana.

Thousands of Calls Daily

Following is a summary of the various calls handled per day by the operators:

Long distance calls over railroad company-owned lines..... 500
Long distance calls over company lines.....4,500
Inbound city calls.....4,500
Outbound city calls.....4,000
Local to local lines.....3,000

With the installation ot the new switchboard and the consolidation of all branch exchanges twenty-four hour service is provided. This was not available prior to the consolidation, except on private branch exchange Main 5300.

In addition to the consolidated manual switchboard which provides service as stated above, there is an automatic switchboard located in the Polk street freight terminal that provides intercommunication service throughout the freight station, thereby relieving the manual switchboard.

It is the opinion of the superintendent of telegraph and signals and of the telephone company that the consolidation of the telephone facilities is a very good move. It should prove beneficial to the public, the Pennsylvania and the telephone company.

The number of the new switchboard is CENtral 7200.

New Plant Building for Springfield

The Springfield Plant department recently moved into its new modern warehouse, garage and offices. The new office houses the district plant chief, district plant engineer, the construction supervisors and their forces. This building is the latest type of warehouse and garage building and includes all up-to-date features. The garage is fully equipped to care for the maintenance of motor vehicles and has a storage capacity of twenty outfits. The warehouse section is equipped with the latest type steel bins, shelving and work benches, installed by the Lyon Metallic Company of Aurora. These enable the warehouse forces to handle material efficiently and economically.

The yard in the rear of the building is enclosed within an eight-foot woven wire fence and is used for the storage of cable, crossarms and other heavy material.

The building and garage are under the supervision of E. R. Millard, district plant chief, and the warehouse is under the supervision of C. R. Bebee, storekeeper.

The additions and alterations to the Springfield exchange building are being completed by the building engineer. As the work in the various departments is completed, Theodore Freeman, the decorating foreman, with a force of men is engaged in cleaning and decorating. When the work is completed the Springfield quarters will be one of the finest exchange buildings in the state.

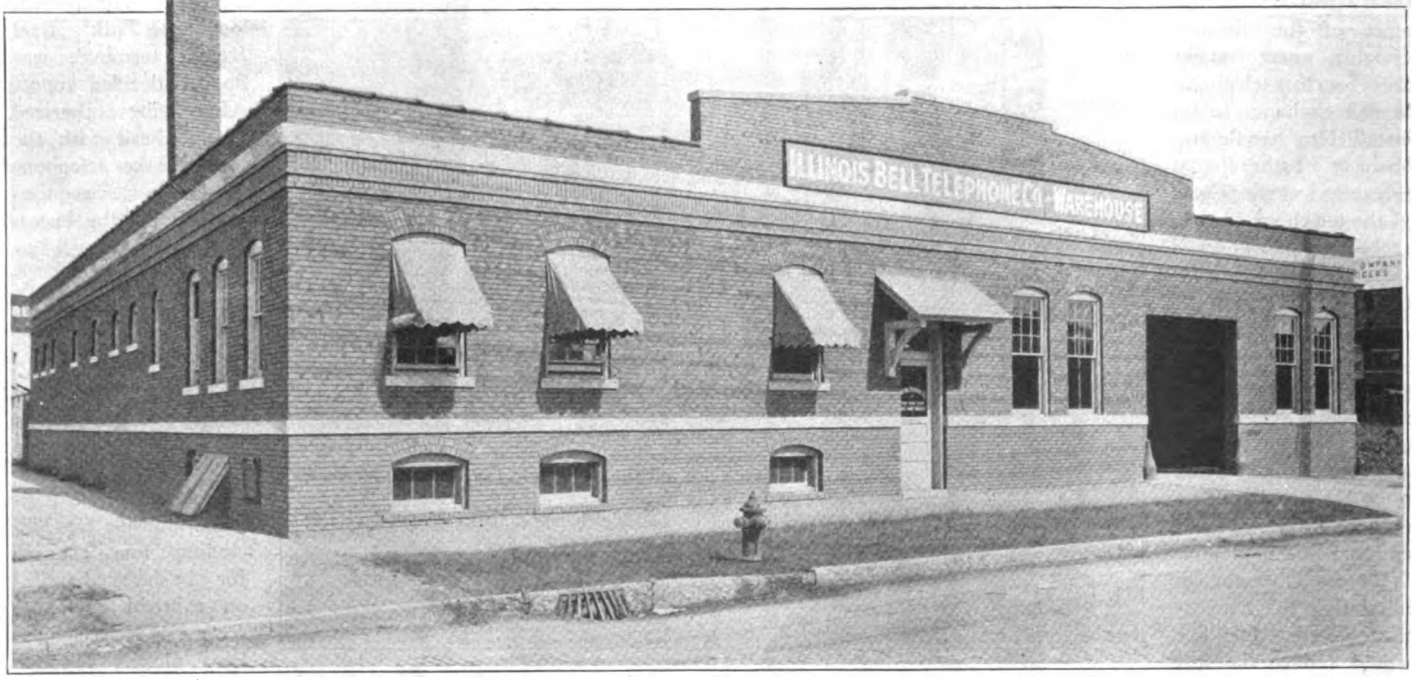
Changes in Department of Buildings, Supplies, and Motor Equipment

THE following organization changes have been made in the Department of Buildings, Supplies and Motor Equipment, effective August 14th:

John C. Weisert has been appointed supervisor of buildings, succeeding Don C. Holloway, whose unfortunate death by drowning at Janesville, Wisconsin, was announced last month. C. S. Holloway was appointed supervisor of supplies, succeeding Mr. Weisert. W. Scherschel was appointed chief storekeeper, succeeding Mr. Holloway. J. H. Malloy was appointed chief clerk in the office of the superintendent of buildings, supplies and motor equipment.

How Do They Get That Way?

"HERE they spent a day taking in the Boulevard Drive around Lake Michigan and other points of general interest in the western metropolis."—From an account of the automobile trip of H. Bogue and N. De Caprio in the *Telephone Review*, New York.



NEW WAREHOUSE, GARAGE AND PLANT OFFICE BUILDING IN SPRINGFIELD

Digitized by Google

SUMMER SNAP-SHOTS FROM FAR AND NEAR



A few hours' catch at Clitherall, Minnesota. C. M. Conway of the Traffic Engineering department is in the center.





E. C. Norton, Central repairman, showing his latest hair-cut.



C. B. Noll, Central office repairman, thinking about his vacation.



Miss Elizabeth Flanagan, evening chief operator at Beverly, and (below) Miss Flanagan at the age of six months.



Misses Elizabeth and Gertrude Sesterhenn of Wilmette returned from their vacation which they spent on a farm in Iowa.



C. M. Judd, repairman at Stewart.



Lieutenant George Mundt, who in civilian life is a repairman at Oakland. Read his book on how he quelled the riots in Bloomington.



Mr. and Mrs. George N. Welter. Mrs. Welter was Genevieve Millen, chief operator at Wheaton



Mrs. Louis Whitmer. She was formerly Miss Rose Morley, operator at Elgin.



Bill Houchin, repairman at Oakland, must be some descendant of Ike Walton. For evidence see the pair of wall-eyed pike, weighing five and seven pounds, caught in the Kalamazoo River.



Alex Morrell of the Revenue Accounting department and some speckled trout he caught in Willow River, Wisconsin. The fish weighed two and three pounds, respectively.

Digitized by Google

OUR OWN BUSINESS

How the Pay Station Attendant Represents the Telephone Company to the Public

Willliam Davies, Chief Pay Station Inspector

FOR the convenience of the traveling public, there are maintained in Chicago twenty-seven public telephone pay stations to which attendants and messengers are assigned. The pay stations are generally equipped with P. B. X. switchboards or key cabinets with lines terminating in booths, used chiefly for long distance service, although service to express points and local numbers can be handled over them if necessary. There are also a number of coin box telephones at each attended pay station over which the patrons are tactfully requested to place their calls for local numbers and express points.

Included in the equipment of these twenty-seven pay stations are the following: Fourteen switchboards and six key cabinets, having 112 trunk lines terminating in seventy-one booths and 623 coin box telephones.



WILLIAM DAVIES

To operate these pay stations, there are required the services of a force of 132 people whose duties are to accept and record long distance calls, pass them to the long distance operators, complete the connections, assign patrons to booths, supervise the connections to see that they are clear and distinct, obtain new connections where transmission is poor, collect the charges from the patrons at the end of the conversations record the amounts taken in for calls and turn the money over to the collector the subsequent day.

In addition to this, they assist patrons to find numbers in the directories, explain the working of the coin box telephones when necessary, assist patrons to obtain connections over coin box telephones and give service in a general way.

At the pay stations located in railroad stations and department stores, messengers are assigned to assist the attendants and to clean the transmitters, replace worn and crumpled directories and soiled covers, obtain change and checks, and deliver the necessary supplies to the pay stations.

The proper location of signs has been found to be an important essential in making a public pay station of the greatest value to the public. The pay station supervisory force has given a great deal of attention to this feature with the result that public pay stations may now be located readily by patrons by means of the familiar "Blue Bell" sign which is used extensively.

Public telephone station service, both attended and coin box operated, offers a great opportunity to build up and strengthen the good will of the general public towards the telephone company. This class of service has always been looked upon as one of the most difficult and exacting classes of service to render and the employees assigned to these positions are carefully selected. However, it is not only a difficult and exacting service to render, but it is an opportunity for face to face contact with the public at a time when it is very sensitive to telephone service and quick to receive either a good or bad impression of it. Persons placing calls from these stations are usually in a hurry. They must get prompt service or it is no good to them. Furthermore there is the complication of immediate cash settlement for service. Notwithstanding these difficulties the service rendered to the public by pay station attendants has been of such a high grade that the number of complaints against the service has been very small.

The prompt work of the pay station attendants very frequently results in the delivering of important messages of all kinds and thereby causing great satisfaction among the persons making the calls.

Letters of appreciation, similar to the one that follows, are frequently received from persons who have benefitted by the painstaking efforts of attendants on completing their calls. This came from a St. Louis business man:

"In connection with a call placed at the La-Salle Hotel public pay station on a recent Tuesday evening, I received such excellent service and attention that I wish to mention the matter to you.

"The call was placed at about 10:10 p. m., for Portland, Oregon, and the completion of the call delayed the closing of the public pay station nearly thirty minutes. The attendant very graciously volunteered to stay after 11 p. m., when it began to look as if the call would not be completed before that time. I told her that that wouldn't be necessary, but that I would use the coin box at the railroad station and for which she furnished me the necessary change in quarters. About 11, however, as a result of her following up the call, it appeared that there was some possibility of it being completed shortly after 11. She said she would rather stay and complete it as long as there was a possibility of doing so shortly, as there might otherwise be some complications or delay. She actually did stay until the call was completed which was nearly thirty minutes. Her entire attitude seemed to me that of having an unusual interest in her work and a desire to please a patron.

"Further, during my stay at the pay station, I had an opportunity of observing the operating for a considerable period and I am glad to say that she showed the same interest and desire to please in connection with the handling of the calls of all the other patrons. Some of the calls were apparently subjected to considerable delay, but she kept the patrons in a good frame of mind and apparently satisfied them that they were getting every possible attention. She was interested, attentive and courteous at all times.

"If this service is typical of the public station service in Chicago, you are indeed to be congratulated."

In addition to the twenty-seven attended pay stations there are in the city of Chicago thousands of non-attended public telephone pay stations located in public buildings, railroad stations, hotels and stores, which perform an important function in the life of the traveling public. It is the resource in time of need to the man who finds himself away from his home or office, and is unable to keep an appointment; to the stranded motorist; and numerous other persons on different occasions.

In fact the development of the public telephone pay station has been the means of saving valuable time and money. It has lessened the inconvenience of travel and overcome many a seemingly insurmountable obstacle.

Technical Description

IT TAKES a business man to describe a costume to his wife. A man of commerce, after seeing a good looking dress on a stunning young woman recently, informed the partner of his joy: "It was fine. The dress was made of some kind of cloth, with some sort of trimming. It was sort of lilac or shrimp pink in color. She wore one of those hats you sometimes see on women, and altogether gave an effect that I wish you could have seen."

Digitized by Google



AUTUMN MODES SPONSOR STRAIGHT LINES AND GORGEOUS FLASHES OF COLOR

FUR and flowers, as well as late flowers and ripening fruits, herald the new season. Simplicity and fine detail mingle, lending the piquancy of unexpected color to straight line and somber shade. Once more the young girl speculates on frillings and furbelows, the longer skirt, and the new-old line.

A tiny hat crushes low, to wear with the coat of beautifully matched raccoon pelts, and the plaited skirt. Miss Margaret Vanderboom, of the Plant Accounting department, wears the costume.

A black poke is demurely worn with a frock of navy blue gabardine trimmed with tinselled red braid, with vestee, collar, and cuffs of gray crêpe de Chine, by Miss Margaret Lee of the same department.

Fashion is kind and returns with frills of lace, and soft many-colored fabrics. Lines are long, and grace swings in fold and drapery. Cavalier plumes and rustling heavy satins bring back the echo of other times and other manners.

A slipper of grey suede or patent leather wears proudly a tongue that is stiff and curved and tall, beaded with an intricate design. A gold slipper goes to the ball, buckled with brilliants set in a square, shining and gay. For work there is a patent leather slipper with a Spanish heel, and two straps to hold it snug.

Never were fabrics more beautiful. There is a new one called Zenana crepe, fresh from Paris. A silken ground is patterned with soft, yet brilliant, colors in interwoven fantasies. By a hidden process the back is stitched with black woolen lines, and so crêpes the surface. Satin brocades are georgeous in jade, sapphire and burnt orange, shot with gold or white.

PHOTOGRAPHS BY COURTESY OF MARSHALL FIELD & COMPANY, CHICAGO.

Digitized by Google

PICTURE STORY OF EMPLOYEES

By A. K



"All By Myself"—Mrs. Roy Juhlin, repair clerk, at Port Washington on Lake Michigan.



Operators at a swimming party at the Harlem Park pool, Rockford.



"Specially posed for this magazine." Mary Peterson at top; others (left to right), Mae Hollister, Clara Lyford and Margaret Larson.



At the entrance to the golf course in Sinnissippi Park, Rockford. Left to right—Bernice Finn, Mae Hollister, Margaret Larson and Mary Peterson.



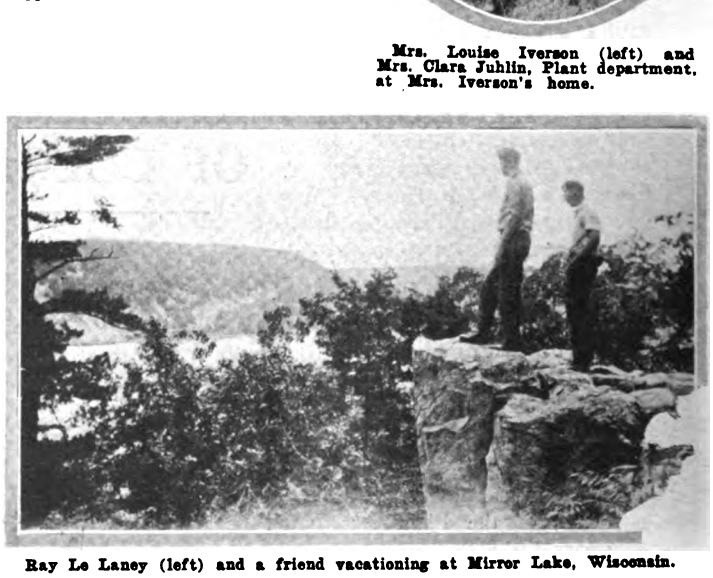
At the Traffic Federation picnic in Sinnissippi Park.



Mrs. Louise Iverson (left) and Mrs. Clara Juhlin, Plant department, at Mrs. Iverson's home.



More of Rockford's "Busy Bees." Left to right—Elvie Sterner, Bertha Sammon, Stella Bergander, Elfreda Sterna, Evelyn Bergander, Frances Askey, Clara Juhlin and Hannah Quirk.



Ray Le Laney (left) and a friend vacationing at Mirror Lake, Wisconsin.

Digitized by Google

OF VACATIONS
AT ROCKFORD
ODAK



Top row (left to right), Elsie Lukwick, Mary Peterson, Mae Fairhead, Stella Bergander; center, Mildred Irving and Margaret Larson; below, Catherine Gale and Vera Anderson. On outing in Sinnissippi Park.



Mrs. Olive Bear, traffic clerk, and her two daughters at Lake Koshkonong, Wisconsin.



Helen Meehan, teller, Commercial department, at her home in Belvidere.



"Getting by" exercises for Ray Le Laney (front) at Mirror Lake, Wisconsin.



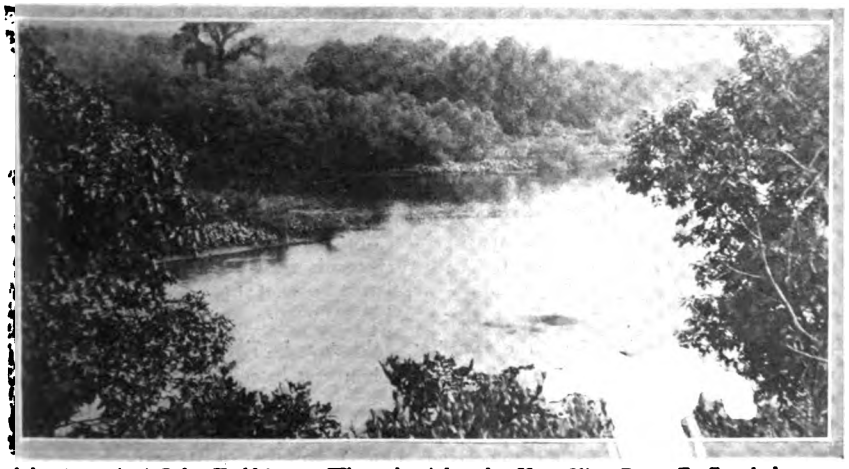
View of Minnehaha Park, Minneapolis, taken by Miss Agnes Nolan.



Miss Agnes Nolan (left) and Miss Frances Sivords, vacationing at Minnehaha Park, Minneapolis.



Busy Bee Club of Rockford operators. Left to right, Bertha Sammon, Alfreda Sterner, Ethel Putnam, Stella Bergander, Evelyn Bergander, Clara Juhlin and Frances Askey. It was a farewell party for Frances Askey and Hannah Quirk.



A beauty spot at Lake Koshkonong, Wisconsin, taken by Mrs. Olive Bear, Traffic clerk.

Digitized by Google

Bell Telephone News

Published Monthly by
ILLINOIS BELL TELEPHONE COMPANY

B. E. SUNNY, *Chairman, Board of Directors*
W. R. ABBOTT, *President*
F. O. HALE, *Vice President and General Manager*
B. S. GARVEY, *Vice President*
E. G. DREW, *Secretary*
W. J. BOYD, *Treasurer*
U. F. CLEVELAND, *General Auditor*
W. D. BANGS, *General Counsel*
J. L. SPELLMAN, *Publicity Manager*
A. R. BONE, *General Commercial Superintendent*
FRANK REDMUND, *General Plant Superintendent*
S. J. LARNED, *General Traffic Superintendent*
G. W. MCRAE, *Chief Engineer*

Issued by the Publicity Department.

AMORY T. IRWIN, Editor
EVERETT E. FRIGANZA, Assistant Editor

BELL TELEPHONE BUILDING - - - CHICAGO, ILLINOIS

SUBSCRIPTION PRICE—Two Dollars a Year in advance, to all persons except employees of the Telephone Company.

Selling Long Distance

OUR company is in the business of supplying telephone service, not only within the local limits of our various exchanges, but between subscribers in the different exchanges and throughout the country.

The records of almost any exchange will show that there are some subscribers who have never made a single toll or long distance call during the entire time they have had their telephone service. Other subscribers will be found who have made perhaps only one or two calls in the course of a year. It is plain on the face of the record that these subscribers are unaware of the advantages of long distance and toll services.

Vast improvements have been made within the last few years in long distance telephone service, particularly in the clearness of transmission and the promptness with which connections are made.

Telephone people, and this means every individual employee, are the natural boosters for long distance development. They know what the service is. They can be of great assistance in the work of educating the public to the many advantages to be found in the use of the service.

Let your friends know how simple it is to make a long distance call, and how well the voice at the distant end may be heard. Tell them to call mother at the old home; the boys and girls away at school; their friends and relatives everywhere—no matter how far distant.

Rates for long distance service are remarkably low. The station-to-station plan, developed within the last few years by the Bell System, offers a very prompt and satisfactory service at a price substantially lower than the person-to-person rate. The evening and night rates, made possible by the closing of business plants after the day's work is finished, are very low. This service is especially intended for social calls and has proven very popular.

Let every employee resolve to help and our toll and long distance traffic will show immediate gains.

It Pays to Advertise

A DOZEN years or less cover the lifetime of the Safety First slogan and the Safety First propaganda.

When the pioneers in this movement started their campaign for the elimination of preventable accidents in industry and elsewhere, the task might well have been pronounced hopeless. There had always been accidents and it was a matter of axiom that there would always be accidents. Mr. Micawber remarked that accidents would occur in the best regulated families and, although he is one of the great boobs of literature and Dickens did not intend that he should be taken seriously, the saying stuck.

Nothing daunted by the strongly intrenched position of the enemy it was to attack, the intrepid safety first pioneers went to the job and to say that they have accomplished wonders is to put the case most mildly.

The Interstate Commerce Commission has kept a very close watch upon railway accidents covering a period of thirty-four years. The commission has recently published the statistics for 1921, and although they are not complete they are sufficiently so to justify the assertion that for the year 1921 our railways were operated with a degree of safety that was never reached in all the preceding thirty-four period. The previous year, 1920, had been the best on record and 1921 shows a reduction of forty-eight per cent in the number killed as compared with 1920.

The darkest year for railway fatalities was 1907 when the total number killed reached the appalling figure of 11,839. Since that time there has been a fluctuating, but a general decline in the number of deaths until we reached the highly creditable record for 1921. Although in that year the railroads handled thirty per cent more passengers and fifty per cent more freight than they did in 1907, the number of employees and passengers killed was sixty-six per cent less than in 1907.

"Now the full significance of these figures will be understood," says the *Scientific American*, "when it is stated that, as compared with 1889, the statistics for 1921 show that the number of employees has increased some 140 per cent, passenger traffic some 225 per cent, and the amount of freight handled about 400 per cent. The moral of all this is that the safety first movement, which is showing such good results all over the country, has made itself felt strongly in railroad operation. Much of the credit, of course, should be given to the many improvements in track, rolling stock, and signaling; but it is well understood among railroad officials, and indeed among the men themselves, that the most fruitful source of accidents is carelessness and disobedience. We are justified in believing that it is to the increased vigilance, fidelity, and discipline of the personnel, that the main credit for the present gratifying conditions should be given."

The record made by the railroads has been duplicated in many other lines of industry. There are not many hazards in telephone work, but there are some and preventable accidents were continually happening until the Bell companies began their organized, scientific work of accident prevention. Since that time the number of accidents has gradually been reduced until now a preventable accident of any seriousness is comparatively rare. Our employees are so thoroughly informed as to the hazards, not only in their work, but in their homes and in the ordinary affairs of existence, that the safety habit has become strong. This does not mean that there is no more work to be done, but it does mean, as the *Scientific American* points out, that the safety first movement has made itself strongly felt.

What Is the Value of the Voice with the Smile?

THE value of a smile has been definitely fixed. It has often been emphasized as in the slogan of the telephone company, "The voice with the smile wins." But it remained for an impartial jury to put a fixed price on the value of a smile, a Kansas City jury having awarded little Jimmy Godfrey, aged thirteen, a verdict of $20,000 for an injury to his face, received from contact with an electric wire, which destroyed his power to smile.

Commenting on the verdict, *Advanced Thought* says: "Moral: If a smile is worth $20,000 when you lose it, it is worth $20,000 when you use it."

No jury has as yet fixed a price on the voice with the smile over the telephone but experience has shown that it is beyond price.

Digitized by Google

ALEXANDER GRAHAM BELL

Editorial and Personal Expressions on the Passing of the Inventor of the Telephone

DIRECTORS of the American Telephone and Telegraph Company at their meeting on August 15th passed the following resolution:

"In the death of Alexander Graham Bell the civilized world mourns for a man who thought fearlessly, worked tirelessly and served generously to relieve the unfortunate and to benefit humanity.

"He was the inventor of the telephone because his thoughts adventured into new and untried fields of science; because his enthusiasm for discovery was sufficient to overcome all difficulties; because his practical mind demanded a consummation of his theories in practical results and because he was inspired to contribute greatly to the common good. As an investigator he was intelligent beyond the genius of his age.

"In the invention of the telephone he founded the art of transmitting speech electrically, a new and invaluable contribution to the humanizing of mankind.

"He was one of the few in history who lived to see the child of his brain developed into a world-wide service. This was the only reward he sought and this reward was fully his.

"Whereas, this company was founded upon and is devoted to the development of his invention for the service of humanity, it seems proper that we, the directors of the American Telephone and Telegraph Company, for ourselves and in behalf of the men and women of the Bell System, should spread upon our records our recognition of the debt owed to Alexander Graham Bell by the hundreds of thousands of telephone workers of the world for the opportunity for service which his invention made possible."

As soon as word of Dr. Bell's death was received, H. B. Thayer, president of the American Telephone and Telegraph Company, sent the following telegram to Mrs. Bell:

"In behalf of all the men and women of the telephone system which bears his name, I extend our deepest sympathy and express our grief in the passing of Dr. Bell. History will record the inestimable value of his services to mankind, but we who are carrying on in the telephone art founded on his great discovery are peculiarly appreciative of his genius."

In reply, Mrs. Bell sent the following message from Baddeck:

"Thank the men and women of the Bell Telephone System for their message of sympathy. The consideration and affection they have always shown him whenever occasion offered has always touched me deeply and is my comfort now."

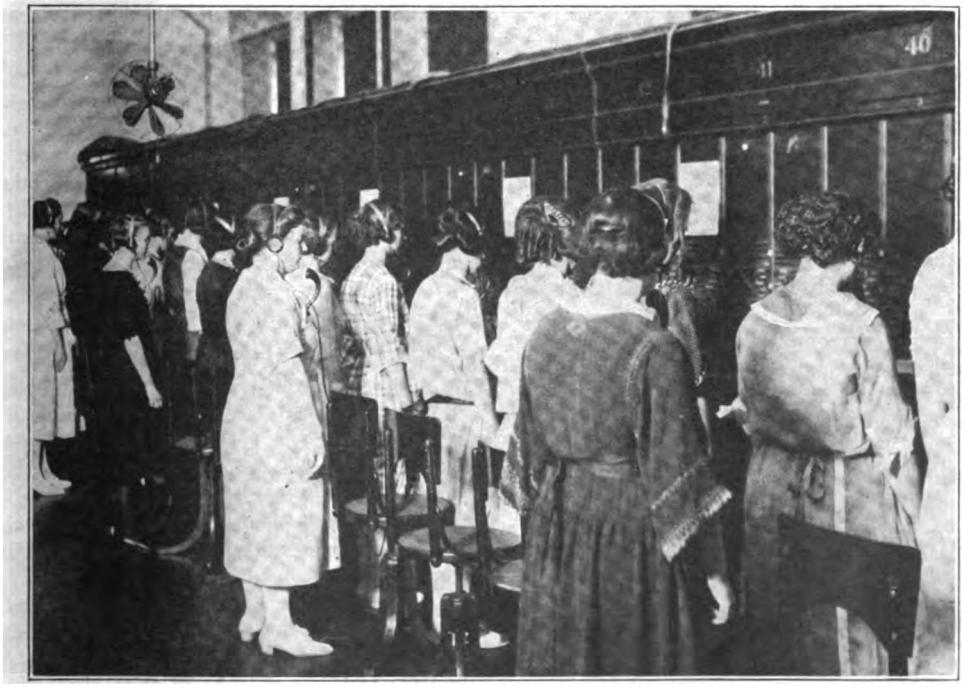
From an article by W. C. Langdon, of the American Telephone and Telegraph Company:

The telephone under the masterful guidance of Theodore N. Vail and his associates has become not only a very greatly improved instrument, not only an intricate congeries of telephone exchanges, but a great public utility, a nation-wide means of regular communication. In its organic form as the Bell System the telephone has done even more than this. Passing through a strenuous period of economic and industrial conflict the American people have been working their way from an epoch of competition to an era of coöperation. Steadily pushing its way more and more to the front by power of its ineradicable spirit of service the incorporated telephone has mightily stimulated this trend toward coöperation in the American people and in very high degree actually made it possible. This is the greatest contribution of the telephone to American life thus far.

Dr. Bell has always singularly appreciated what the research scientists and engineers of the American Telephone and Telegraph and Associated Companies have done during the last forty years with his invention. The vast telephone system of the United States and Canada with its long lines, its circuit relays, its switchboard exchanges and its 13,000,000 of telephone stations in continual operation is a marvelous magnification and intricate elaboration of the telephone that Bell invented and Watson made in 1875. But the essential principle is the same—as certainly as the full grown oak is the same as the seedling that first came up out of the ground. This identity in essential principle and extraordinary transformation by development were alike strikingly illustrated at the opening of the Transcontinental Line in 1915, when Dr. Bell, speaking from New York over the newly completed circuit to San Francisco, with a replica of his own original instrument of 1876 in his hand as a transmitter, said again, "Mr. Watson, come here; I want you," and Mr. Watson, hearing quite clearly over the 3,400 miles by grace of the repeaters and other new equipment, replied that he would be glad to come but that it would take him a week to do so now.

Dr. Bell felt pride in the achievements of his successors in telephony as well as admiration for what they accomplished. With characteristic modesty he once said:

Sometimes when I pick up a telephone to talk with some friend in San Francisco, in Florida, or in some remote corner of this great land, it begins to run through my mind what a wonderful convenience the telephone is to mankind. I often say to myself, "What have I had to do with this? Is it possible that this is the same telephone that I worked and struggled over with Tom Watson and others for



SILENT TRIBUTE TO THE INVENTOR OF THE TELEPHONE

On August 4th telephone service in every Bell exchange in United States and Canada was suspended for one minute, as a mark of reverence to the memory of Alexander Graham Bell, whose funeral was held that afternoon.

Digitized by Google

years, putting up with privations and loss of sleep to fashion? The answer to be sure is yes, but then I also say to myself that all great inventions as a rule are the product of many minds. No one man could have made the telephone so practical and so useful."

Dr. Bell was probably the last of the great individual inventors. He himself alone made the great fundamental discovery of the principle of the telephone art. He himself alone invented the telephone. But since that time science has become almost incredibly specialized. Coöperation has necessarily taken the place of individual effort and of competition in science and invention as well as in business and industry. Dr. Bell, too, stepped forward with the organization of the Volta Laboratory into the methods of coöperative invention. He himself said of the inventing that has produced the present telephone system:

I blazed the way, but the great discoveries and developments that followed called for the correlation of many minds.

Alexander Graham Bell was one of the giants of an earlier period. His was a joyous spirit, at once human and humane. It is a significant and a happy thing that the spirit of service, now so marked in the whole telephone system from top to bottom, is found to have dominated the entire life of its father, for in speaking of his work Dr. Bell once said:

"I have worked for the result and not for the glory, and I am happy in my triumph over the difficult task I set myself."

Editorial in the *Chicago Evening Post*, August 3rd:

It is difficult to realize that less than fifty years ago Alexander Graham Bell was still working on the possibility of what became the telephone. Had he lived four more years, he would doubtless have been the central figure in a celebration of the half-century anniversary of vocal communication by wire.

The world owes much to the dogged, Scotch persistence of young Bell, to the faithful help of Tom Watson, his assistant, and to the financial support given him in the days of experimentation by his father-in-law and his landlord.

There are days when we say in our haste, "Would that telephones had never been invented." But there have been other days when we blessed the man who has passed from a life of achievement because he had made possible the quick communication which met an emergency or set the mind at rest concerning those we loved.

It would be a strange world without the telephone and a mighty inconvenient one for most of us. In two generations it has become an indispensable factor in domestic, social and business life.

The modern newspaper, and especially the afternoon newspaper, with its frequent editions—to take but one example—would be utterly impossible without the telephone. It is on every desk. It brings within the reach of the editorial rooms a thousand sources of information and opinion, to be consulted at a moment's notice, which otherwise would require hours, or even days of time, to make available. It brings also the voice of the curious citizen, wanting to know the score of the ball game, the election returns, the cause of the explosive sound he has just heard in his neighborhood, or whether he may hope to come down to the loop on the elevated tomorrow.

And the telephone was only the beginning. It is not too much to say that the phonograph of Edison and the radio concert are developments of Bell's idea. There are degrees of gratitude for these, varying according to circumstances, but even in moments of exasperation one cannot deny their immense value to humanity.

We like to recall, now that the inventor is gone, that he lived long enough to see the complete triumph of his work. It is not so long ago that he talked across the continent, his voice carried by electric wave from coast to coast. It is not always that genius gets so full a reward for its effort.

By Dr. W. R. Whitney, director, research laboratory, General Electric Company:

Dr. Bell was one of the rare, all-around type of scientist, and mixed good citizenship with his science. While most of us will ever be reminded of him by the blue and white bell of the telephone signs, no scientist can forget him. Aeronauts will always recall his work on tetrahedral kites at Baddeck. Boat builders will be influenced by his work on the skimming boat, and farmers will remember his experiments on sheep breeding. American men of all branches of science, on visiting Washington, were welcomed at his home. There what might be called a general scientific soiree was held weekly. At these informal gatherings the author, the anthropologist, the physicist, the chemist, the entomologist, the geologist and the explorers of all kinds found most congenial company. Bell was a sort of world citizen. Those who came into personal contact with him will remember him best as a wonderfully energetic man of the broadest interests. Excessive activity in his own particular field did not prevent him from knowing and appreciating what was going on in all other fields of science. One got from him the impression that the world is so brimming full of novelty and interest that only the lower animals can be forgiven for a limited appreciation of it.

By E. W. Rice, Jr., honorary chairman of the board of directors of the General Electric Company:

The news of Dr. Bell's death will come as a great shock to all those who ever had the rare pleasure of his acquaintance. His cheerful greeting and the stimulus of his great intellectual activity will be sorely missed. It seems too bad that such a personality cannot live forever in this world. However, of no man can it more truly be said that his deeds will live after him.

He will, of course, be acknowledged as one of the world's greatest benefactors. His contribution of the telephone has made possible the achievements of modern business. This invention was not due to his knowledge of electricity, and was not an accident, although it is an electrical invention of the most marvelous character. While Bell had a limited knowledge of electricity at that time his profound knowledge of the nature of sound waves which accompany human speech and of the mechanics of its transmission and reproduction led him to his great discovery. I have been informed that while experimenting with a means for producing multiple telegraph he heard a curious sound in his receiving device. This sound would have passed unnoticed by an ordinary person, but Bell's trained mind instantly grasped its significance and in a few hours he had made the necessary modifications which resulted in the telephone.

Like most great men his interest in life was broad and genuine. It was not confined to his own field. He appreciated and enjoyed to the fullest extent all the other wonderful developments in science which took place in his life time.

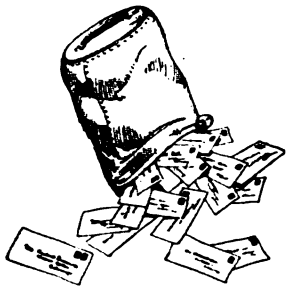
Alexander Graham Bell needs no marble to perpetuate his memory. As long as men use speech to convey thought Bell's name and fame will be secure.

Telephones Are Time Savers

IN 1900 the United States had one telephone to every 100 persons. In 1921 there was one telephone in this country to every eight persons. Telephones had increased twelve times as fast as the population. With a trifle over six per cent of the inhabitants of the world, the United States has sixty-five per cent of the world's telephones; more than two and one-half times as many as Europe, and more than six times as many as the rest of the world put together.

These figures help to explain the speed with which business is transacted in America, and at which visitors from other parts of the world never cease to marvel. The American wants quick action; and, to get it, he turns to the 'phone, which is primarily a time saver. He is a luxury-loving creature, too, and uses the telephone a great deal merely as a convenient method of keeping in touch with home and friends; but its first and basic purpose is to save time.—Editorial in the Chicago *Journal*.

Digitized by Google



IN THE MAIL BAG THIS MONTH



Letters from Many Subscribers Commend Service

OUR MAIL bag is full of pleasant letters this month. Illinois Bell employees seem to have surpassed themselves in courtesy and efficiency in their work. In a letter to President Abbott from A. G. Becker and Company, 107 South La Salle street, Chicago, that company says:

> We wish to take this method of advising you that we have been making some extensive alterations in our office and this of course necessitated extensive alterations in our telephone system.
>
> Your company furnished us with a number of men on Saturday noon to do the work over Saturday and Sunday and the writer's instructions were that our service must be ready for use on Monday morning without fail, and it is with a great deal of pleasure that we advise you that the work was done in the time specified and in a very satisfactory manner.
>
> The names of the foremen in charge of the work were Mr. Ingles and Mr. Cullerton and they deserve whatever appreciation can be tendered them.

Prompt action on the part of Chicago long distance operators saved a needless trip from Fort Wayne to New York on the part of J. G. Drought, district sales manager of the United States Graphite Company. Mr. Drought's office in Chicago called him at 3:25 p. m., July 14th, and a report was obtained at 3:28 p. m. that he had left the Wayne Hotel, but might be reached at the Western Union office. The Western Union office reported that he had left for the railroad station. A messenger boy, sent by the Western Union, located Mr. Drought and he talked to Chicago from the station. Miss B. New Vine and Miss M. Erickson were the Chicago operators who handled the call. In a letter to the company dated July 18th, Mr. Drought said:

> This is just a line to express to you my best thanks for the splendid work rendered by one of your long distance operators on Friday last (the call being put in about 3:30 Chicago time) in reaching me at the Pennsylvania Depot at Fort Wayne, Indiana, just as I was about to leave for New York, she having trailed me from my hotel to the telegraph office and thence to the depot, all within a very few minutes, and by catching me saved me a needless trip to New York and the time and money involved in doing same.
>
> This real service and co-operation with my Secretary is very much appreciated.

This is the second call handled wholly or in part by Miss New Vine which has been followed by a written expression of appreciation by a patron.

In a letter to Mr. Abbott, Albert J. Smith, a member of the Chicago Board of Trade, expresses thanks for the company's promptness in taking care of an awkward situation with reference to the location of a pole. Mr. Smith said:

> About four weeks ago we purchased a new automobile and when we got same home we found that we would be unable to get it in or out of garage on account of a telegraph pole which stood in the way. Mrs. Smith got in touch with a man in the engineering department and the matter was promptly attended to. On account of the courteous treatment accorded Mrs. Smith, I made a special effort to find out the name of the gentleman, and found it was Mr. T. J. Eviston, assistant engineer. I have always been told that in order to get results from a Utility Corporation it would be necessary to get your Alderman's help. This I do not believe to be the truth, and am taking this opportunity of thanking the Illinois Bell Telephone Company and its officers for their prompt attendance to a trifling matter to them, but a big one to me.

Anton B. Trikryl, merchant at 4004 Roosevelt Road, sent a letter expressing sincere thanks and appreciation for quick service in moving the telephone from 1355 North Mayfield avenue to 839 North Massasoit avenue.

E. A. Manz, proprietor of the North Shore Welding Shop, established at 5114 North Clark street, sent a letter to the Edgewater office offering to give free transportation to as many girls as his touring car would hold during the period of the street car strike. The thanks of the company were transmitted to Mr. Manz, but his offer was not accepted as other arrangements had been made for transportation of operators in this district. In making his offer Mr. Manz said it was "in appreciation of the good service which has been rendered by the operators of your exchange."

Under date of August 5th, Carl P. Morgan, editor of the *Calumet Index*, wrote to Frank Furstenheim of the Publicity department, paying high compliments to the men who did the work in the alley alongside his residence. Mr. Morgan said:

> I want you to know how grateful I am to the men who dug up the alley alongside my residence at 7450 Colfax avenue, for the manner in which the men conducted themselves, and for the condition in which they restored the alley after laying the cables.
>
> The men started in in the early hours of the day, and were finished by night time, and when I returned from my office found that the men had left the alley in a much better condition than when they had started to dig.
>
> They were polite, courteous, and obliging, and the women folks of my home said they never met men who were more perfect gentlemen.
>
> My flowers alongside the house were kept in perfect condition, which we appreciated.
>
> I just wished to write this to you that your company might know how your men are taking care to protect the interests of the company, and incidently your telephone subscribers.

G. C. Treadway, district manager at Peoria, received the following letter from H. J. Kenrick:

> I certainly wish to compliment your organization for its efficiency on long distance calls. I have had a great deal of experience in long distance calls, being a traveling man for the past sixteen years.
>
> Last Saturday night my wife called me from Boston, Massachusetts, and after having considerable difficulty with the Boston operator, I got in touch with your Peoria operator and, in less time than it takes to tell it, I had my party and a clear line. I wish to say that I have never in all my life received such courteous treatment.
>
> It certainly is a pleasure to live in a city that has such an efficient telephone organization.
>
> Keep up the good work.

Richard J. Jacker commended an operator for good service received on a call from the Press Club of Chicago. He said:

> I desire to extend to you my appreciation of the efficient and attentive service rendered by Operator 508 yesterday while I was calling from DEArborn 5602.

Operator 508, to whom Mr. Jacker referred is Miss Henrietta Pasturzak of DEArborn office.

From the Mid-City Packing Company of Chicago came the following letter:

(Continued on page 24.)

Digitized by Google

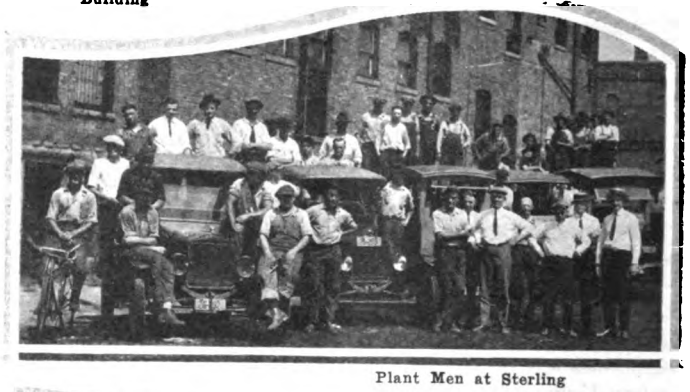
PICTURES TAKEN IN AND NEAR STERLING OFFICE



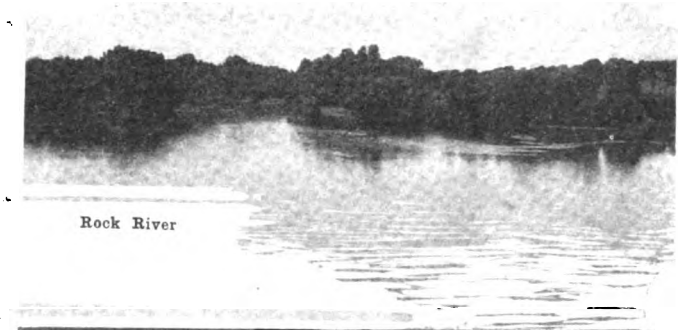
Sterling Operators



Sterling Gazette Building



Plant Men at Sterling



Rock River



Sterling Commercial Office



Giving "Sterling" Service



Post Office



Operators at Sterling Office

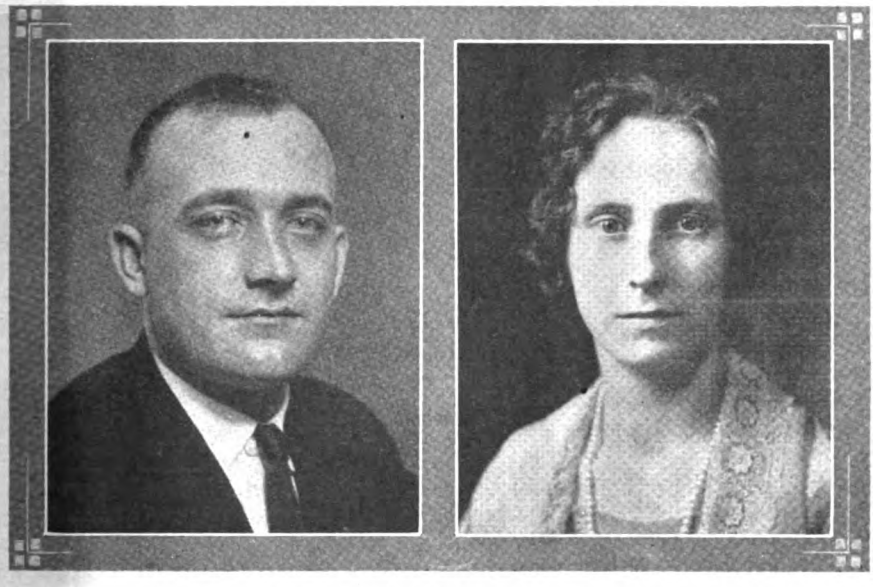
Digitized by Google

"STERLING IN NAME, STERLING IN FACT"

So Says the Local Association of Commerce of This Thriving Rock River Community

STERLING stamped on silver means genuine and the word also fits Sterling, Illinois, "to a T." The whole city seems to radiate the idea promulgated by its Association of Commerce, "Sterling in name, Sterling in fact." As a slogan this can't be beat. It is rousing, inspiring, and its effectiveness is manifest everywhere.

Along about 1834, or three years before Chicago became a city, Hezekiah Brink, a very forceful, long-sighted citizen, saw great possibilities in the union of two rival villages, Chatham and Harrisburg, lying on the banks of the Rock river. Through his efforts these towns were united into one and they called it Sterling.



THEY SUPERVISE TELEPHONE AFFAIRS IN STERLING
L. L. Thomas, Commercial Manager; Miss Hazel Whitney, Chief Operator.

It was, was to be, and is, the center of a rich farming community. At the time of the consolidation of these two towns, shallow draft boats plied up and down the river, handling the produce of the country, Sterling being the natural center of distribution. The general outlook for development was so promising that both the state and the Federal governments spent a great deal of money to improve the river by developing the channel and clearing the rapids. The old canal bank is still to be seen on the south side of the river—though long since having fallen into disuse.

Nothing could have been more natural than that the founders of this city should plan on its being what was known as a "river town." At that time the rivers were veins and arteries of freight transportation. With this thought in mind it is easy to understand why the city was laid out with wide streets leading to the river—and narrow cross streets paralleling the river. The thought was that the streets most used would be those running to the river, while the cross streets, less used, would not need to be so wide; and thus it stands today, a record of what the pioneers thought would be best for the future of their growing city.

A quarter of a century later, in 1855, the first railroad came to Sterling and the river lost its prestige in the handling of freight and the hopes of Sterling as a river shipping point had to be abandoned.

One year after the railroad came the first hydraulic dam was constructed and used to furnish power for mills and factories not only in Sterling but in Rock Falls across the river. Of course these two cities are in a certain sense one and the same. Even though geographically separated by the Rock river, they are closely connected by several bridges and have a unity of interests as have all similarly situated cities in other parts of the state. Sterling and Rock Falls have half a hundred pretentious factories and here the government has built a large dam across the river to furnish water for the main channel of the Hennepin, or Illinois and Mississippi canal, and this dam with its gates and bridges forms a very picturesque view for visitors and passing tourists.

Sinnissippi lake is the enlarged portion of Rock river, east of Sterling, and is caused by the backing up of the water by the government dam. This has raised the former water level about ten feet above normal, forming a real lake that backs up to Dixon, about twelve miles away. This lake makes a wonderful local watering place in the summer and furnishes delightful opportunities for the pursuit of aquatic sports. In the winter it is ideal for seasonable cold weather sports.

At Mineral Springs, a park just east of Sterling, is a cold, flowing spring of water, celebrated from the early Indian days for its curative properties.

The Whiteside County Historical Society maintain in Sterling an extensive exhibit of interesting relics bearing on local history, and it is well worth the time of any one to visit and study this collection.

If you drive into Sterling by auto over any of the popular routes, such as the Lincoln Highway, which is now a perfect piece of road from Chicago to Sterling, you will see signs reading, "Sterling, the friendly city." It is the impression of a visitor in Sterling that there are as many automobiles buzzing around the city as there are on Michigan avenue in Chicago. This may be an exaggerated statement, but automobiles are certainly thick and plenty in Sterling and the necessary traffic rules are made to be observed. This the writer knows from having pushed a car a few inches over a traffic chalkline for a moment, to take a picture of the telephone building. Mr. Policeman watched us from the corner of his eye to make sure that the car was pushed back after the photograph was taken and it was!

Sterling has five banks with deposits aggregating over $5,500,000. It has ample water supply from artesian wells served to both Sterling and Rock Falls by private enterprise.

Both cities have adopted the commission form of government. Up-to-date apparatus provides adequate fire protection and the Illinois Northern Utilities Company supplies electric light and power and water driven generators in its twin plants.

The community has about 12,000 people and is located on the Northwestern and the C. B. & Q. railroads, 110 miles west of Chicago. The half a hundred factories have a total of over 3,500 employees.

Sterling is served by an up-to-date daily newspaper, the *Gazette*—and the neat, snappy appearance of the newspaper office and the people in it is a guarantee that the publication itself is of the same character.

With all these things attractively true about Sterling, and its sister town, Rock Falls, those in the telephone business know how much the telephone industry does and will continue to do to help them be successful and it is believed that they know and appreciate it, too. Within the last two years the Illinois Bell Telephone Company has taken over the former local telephone plant, and in order to give better service than formerly given has

Digitized by Google

recently completed the installation of an entire new switchboard with terminal facilities, together with a renewed outside plant which at the present writing is about seventy-five per cent completed. Within a few months it is expected that the entire telephone plant will have been rehabilitated, giving the people the full advantages of a modern equipment.

Sterling furnishes an example of one of the most intensely developed telephone fields in the state, which undoubtedly spells prosperity forwards and backwards.

L. L. Thomas, the local manager, says that Sterling is "just outside Chicago," and in the trite slang phrase "Ain't it the truth?" Two hours by train, four hours by automobile and about two minutes by telephone. No wonder we are getting to understand one another better, for we are getting closer together, and that is the formula for better understanding.

J. A. Simpson Goes to New York

JAMES A. SIMPSON, formerly supervisor of methods of the Chicago Maintenance department, is now associated with the Engineering department of the American Telephone and Telegraph Company in New York.



JAMES A. SIMPSON

Mr. Simpson was graduated from the University of Texas in 1904 with the degree of bachelor of science in electrical engineering. A few months later he entered the telephone business, becoming identified with the Plant Engineering department, New Jersey division of the New York and New Jersey Telephone Company at Newark, and in the fall of 1909, he joined the Illinois Bell Telephone Company, Maintenance department in Chicago, where he filled creditably a number of important positions, including chief clerk, wire chief and supervisor of methods.

In his many years of service with the Illinois Bell Telephone Company, Mr. Simpson established a host of friends who wish him well in his new and larger field of responsibility.



MR. AND MRS. A. R. BONE ON VACATION AT STURGEON BAY
Mrs. Bone caught the pickerel she is holding. It was three feet long and weighed 10¾ pounds. The general commercial superintendent caught many bass and perch weighing 3½ pounds and heavier.

Sale of A. T. & T. Stock Progresses

DESPITE vacations and the Chicago car tie-up progress has been made by Illinois Bell employees in the effort to have "every subscriber a stockholder" through the sale of American Telephone & Telegraph Company stock. Lon J. Jester, manager at Cairo, and W. J. Baer, manager at Alton, reported that the quota for their towns had been reached before August 19th.

That the ending of the vacation period will increase the volume is indicated by the fact that the number of sales in the fourth week was larger than the combined sales of the first three weeks. Further increases will be necessary in order that on January 1st the sales shall have reached 12,000 shares, which is the mark for Illinois Bell employees.

Data on the sales to August 19th is as follows:

Division.	Allotment.	Shares Sold.	Total No. of Sales.	Average No. Shares Per Sale.	Percentage of Allotment Sold.	Shares remaining to Be Sold.
Chicago	8,539	1,023	141	7.25	11.98	7,516
Suburban	1,916	640	86	7.44	33.40	1,276
Illinois	1,545	270	33	8.18	17.47	1,275
Totals	12,000	1,933	260	7.43	16.10	10,067

Persons in all walks of life continue to buy A. T. & T. stock from employees. Cash sales to August 19th outnumbered those made on partial payments four to one. However, arrangements made with banks have simplified selling to persons who want their payments deferred.

Letters Commend Service

(Continued from page 21.)

Wish to compliment you upon the prompt and efficient services rendered in our recent telephone installations at our packing house.

Mr. Keeley in your Commercial Department took personal care of us. The able and efficient manner in which he performed his duties was highly gratifying and reflects creditably upon your organizations.

The Commercial employee referred to is R. E. Keeley of the Contract division, Chicago Commercial department.

Too Many Guns

WE would like to suggest to our versatile contributor, Mr. "Bugs" Baer, the subject of "Revolver Ethics" for one of his articles.

For material we suggest to him newspaper headlines such as these:

"Boy Kills Sister Playing With Gun."

"Dies of Shot Fired in Playful Scuffle."

"Baby With Bullet in Her Brain Smiles at Doctor."

He will find similar headlines in every day's newspapers. Everybody seems to have a gun. We have preached against it and argued against it, but, seemingly, without avail.

If we are going to become a nation of "gun-toters," let us at least use our weapons with a little discretion.

People with an uncontrollable craving to shoot some one ought really to try it on themselves first. And make a good job of it.—*Chicago Herald and Examiner.*



RUDOLPH HAUK, KILDARE INSTALLER, AND HIS CATCH AT GRISWOLD LAKE

—L

Digitized by Google

PERSONS AND PLACES IN STERLING



Residence Street



More Bell System Girls



Operators at Sterling



Elk's Club



Wire Chief's Quarters



In the Business District



Home of the Telephone Office



Rest Room at Sterling Office

Digitized by Google

TELEPHONE TRAIL BLAZERS WITH SEPTEMBER SERVICE RECORDS

William J. Plaskett

September, 1892—30 Years

"BILL" PLASKETT drove into Chicago thirty years ago and needing a job to help pay expenses and not have to eat into his bank roll sought same with Courtney Prince, the chief of construction work of the telephone company. He was put on as clerk and so remained until Mr. Prince was put in charge of maintenance, at which time Mr. Plaskett was also transferred into the maintenance end of the game.



WILLIAM J. PLASKETT

In 1893 he was made inspector on the West Side, not on the west side of Bill—but in the West division. Bill was inspector on both sides, and well done. Later he was brought down town and in the capacity of inspector took added charge of Main office to the extent of looking after nearly all of the equipment, including push buttons, lightning rods, chimneys, door knobs and window catches—a regular "What not job."

Soon after Douglas office was finished Bill took charge of that together with South office, in the capacity of wire chief. He was then transferred to the North Side and remained there until Verne Ray came back to Chicago, at which time he was detailed to the position of wire chief of Yards office.

He has been in that district ever since, though his territory has been enlarged along with his title. Think of it—"station repair supervising foreman," that's an awful title to have to sign for on pay day.

P. S. We wanted to get a picture of Bill with his ever-present pipe, but the rules of propriety will not permit, besides smoke interferes with the taking of pictures.

James Niven

September, 1893—29 Years

Born in Scotland (this is not an obituary) at a very tender and at the same time impressionable age, young James Niven remained in the land of Haig and Haig long enough to acquire a broad resonant Scotch brogue, which we hasten to declare has no connection with the smoky Scotch taste.

After a while, James exported himself, luggage and plaid suit to the United States and for a few years tried his fortunes in the "Far East" of America.

We do not know whether or not it was the World's Columbian Exposition that attracted him westward, but it happens to be true that he and the Fair landed in Chicago about the same time, which the chroniclers say was in 1893.

On their arrival here, the Fair set up business in Jackson Park, while Mr. Niven went to work with the American Telephone & Telegraph Company in the Quincy office at 105 Quincy street.

The Fair has long since melted into a memory of the past, while we still have with us both Mr. Niven and the A. T. & T. Company.

At the time Mr. Niven began work in the Quincy office, the telephone equipment in Chicago was not as suitable for long-distance communication as it is to-day, and on that account many business men used to go to the Quincy office to make long-distance calls. Among the men whose custom it was to do this were many La Salle street brokers and business men—Marshall Field, George Pullman, John R. Walsh, Thomas R. Meagher, Albert Dickinson, Luther Laflin Mills and scores of others, whose personal friendship and kind words for Mr. Niven are still vivid in his memory.



JAMES NIVEN

Ten years' service with the A. T. & T. Company and Mr. Niven was transferred to the Central Union Company at Indianapolis, Indiana, in 1903. Then he went to Columbus, Ohio, for a short period and at the re-organization on the five-state basis, came back to Chicago to fill the position which he has held since 1911, that of supervisor of plant accounting. Being an expert in matters of accounting, we devoutly wish that he could help us keep our own personal budget from scrambling on the edges during vacation periods.

John B. McLaughlin

September, 1895—27 Years

Mr. McLaughlin first began working for the telephone company in a garret. That's where all geniuses and artists get their start—if you believe what you see in the movies. However, it is true that John B. McLaughlin began his telephone service of record as trouble clerk in the attic of the telephone office in the Union Stock Yards.

After a while he was transferred to South office, and later went to work for McHale and Prince in the Construction department in those "good old days" of the ten-party line, and all of 'em kicking because the other nine used it.

John took care of the ten-party line order work for Yards, Wentworth and Canal offices, and he says that at that time they were not so particular about standard work as now. It was a case of get it in any old way and take care of maintenance afterwards.

For a while he was chief clerk for the superintendent of construction, and was then transferred to the office of S. J. Larned, general superintendent of the entire company.

By way of variety and added experience, John went with



J. B. McLAUGHLIN

Digitized by Google

J. S. Ford during the time he was state engineer, and finally went back to Mr. Larned's office where he ought to feel at home, considering the total number of years he has been in it.

John is a tennis expert being the father of the Telephone Tennis Club; a bowling wizard, or at least was president of the club last year; a fishing fanatic (when they bite well) and an experienced oarsman when his Evinrude motor won't work, which is sometimes often. He has been a hunter but admits that he is too tired now-a-days to pack a gun around the northern part of Illinois and not find anything to kill, so he expends his desire for blood in the shooting galleries in the basement of the Franklin Building.

Arthur F. Smith

September, 1898—24 Years

The first real work that Arthur F. Smith ever did in connection with the telephone business was rather remote—but it was real work. He was employed in a factory next door to the Waukegan Telephone exchange and his morning exercise consisted in starting a fifteen horse-power Otto gas engine—which measured in modern units of labor is about equivalent to spinning a twin six—which has run out of oil.



ARTHUR F. SMITH

This was his daily contribution to telephone service. You see, the telephone company had made arrangements to have the factory run a ringing generator for them during the ordinary working hours and "Li'l Arthur's" business was to start the engine every morning and see that the telephone generator, belted to the engine shaft, was kept running properly. Of course Arthur was not on the telephone company's payroll—so his service period does not include the time spent in the factory. This was in 1896-7 and "way back when" Verne Ray was manager of Waukegan exchange.

Mr. Smith's actual work for the telephone company began in September, 1898, when he started work in the Supply department at forty bucks per month. At end of a year he asked for a raise and compromised by transferring to Mr. Ford's department in order to get it and his first job was to install the switchboard at Marengo, Illinois.

In 1904 he went west to Spokane with the Pacific States Company going to Pendleton, Oregon, six months later, where he installed their first common battery plant.

Then what happened? A girl came in the case, and she preferred to live in the East. "Accordingly they were married and lived happily every after," but back in Chicago.

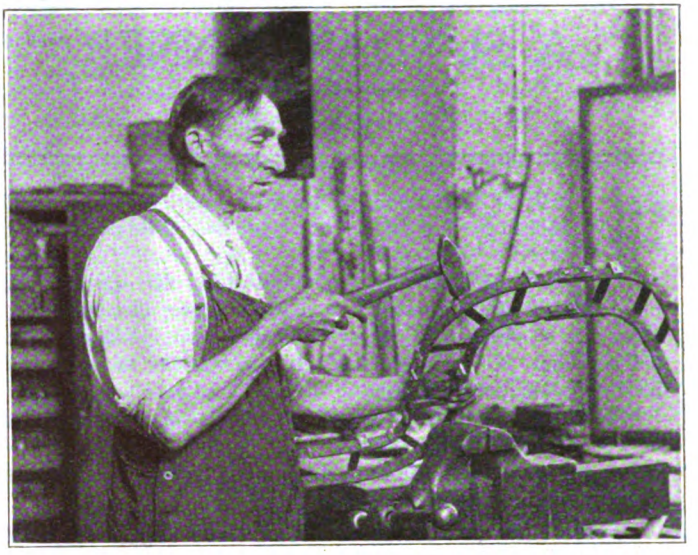
Since his return to Chicago Mr. Smith has had the regulation "varied experience"—and is now supervising foreman, eighth district Station Maintenance, a somewhat lengthy title, which he is eminently qualified to fill.

Lewis E. Voelk

September, 1902—20 Years

Did you ever take a second look at the iron work in and around a telephone exchange, especially noting the cable racks and turning sections? If you would learn to do this kind of work, see Lewis Voelk, for that is the thing in which he is most proficient.

Mr. Voelk came with the telephone company in Chicago as an all-around blacksmith and iron-worker, and all-around is the word, for he has be in and around every exchange in the Chicago territory. Blacksmith, yes, but he never did run a horse-shoeing shop. The nearest he ever came to that was to "shoe" his own flivver with patched tires.



LEWIS E. VOELK

Possibly the spirit that impelled Lew to seek a job with the telephone company in September, 1902, was due to a vision he had of bridges being made of cement instead of iron and Fords taking the place of mules and mustangs, and when he woke up he said to himself, "The telephone business will be going when buggies and iron bridges are no more"—so he applied for the very job that he has held for ten of these twenty years.

There is no office in either Chicago or the suburbs, unless it be one fresh from the Western Electric Company that has not some, and often a great deal of the handiwork of Mr. Voelk. He is a direct lineal decendant of old Tubal Cain.

Lew says that if any of you will lay your watch, crystal side up on his anvil, he will guarantee to break the crystal with one blow of the sledge, but offers no assurance that the watch will ever keep time again.

NOW IS YOUR TIME TO JOIN.

Every telephone man and woman who is eligible ought to be a Pioneer. Now we have a chapter of our own. Theodore N. Vail Chapter No. 1, the first local chapter to be chartered in the United States, is fully organized and ready to welcome you to membership. It costs you only $3 the first year and $2 per year thereafter to be a Pioneer.

The qualifications for membership in the Telephone Pioneers of America, as set forth in the constitution of the pioneers, are as follows:

> Any person of good standing who, at the time of making application, is employed in the telephone service and has been employed in the telephone service or its associated interests for a period of twenty-one years.

For application blanks and further information apply to William J. Maiden, Secretary, 212 West Washington street, Chicago. Telephone—Official 9300, Extension 555.

If you have signed application for membership or contemplate doing so, you are cordially invited to make the trip to Cleveland in September with the members of Chapter No. 1.

JOIN NOW AND BOOST THEODORE N. VAIL CHAPTER NUMBER ONE.

Digitized by Google

A SUNDAY DINNER

By May T. Dewhurst

"LOOK at these lovely flowers, mother. I think they will be just wonderful on the table; they look good enough to eat."

"O, yes," said mother, "I noticed how nice our larkspur looked as I came in from church. I like a flower like that on the table, it is so light and feathery looking, all pale pinks and blues and lavender. You can see through it across the table. I don't like heavy bouquets that seem in the way."

"No," said Tom, "not for this occasion, for we've all got a job on our hands. Believe me, if we get John Crane to take a little stock in the telephone company it'll mean some talking. I'm counting on the dinner to do the best part of it."

"Now, Tommy, don't talk as if we were buying him with food. I'd like to have him eat here because his mother is away, but, of course, I shall be glad if we can show how much we like the telephone company."

"O say, Mary," said Tom; "don't let on that you and Kate are operators. We want him to act natural, you know, and if he wants to criticize the service, give him a free hand. Then by and by we can make him feel cheap after he's scolded about his service."

"But Tom," said Kate; "we mustn't make him too ashamed or he'll be more provoked than ever. A man doesn't like to confess he's been in the wrong. We must make him think he had occasion to be provoked, but we can explain the reasons to him so he will see no one was to blame."

"That's right, Katie," said mother. "Men don't like to be looked down on and I guess if they think you are looking up to them they add an inch or so to their stature."

"Well," said Tom, "if that's the way you look at us, just making believe you mean what you say, I haven't any use for you."

"Now Tom, I didn't say that," said Kate, getting quite rosy. "Your mother means that if you are sympathetic instead of critical of folks you can accomplish more."

"Yes," said mother. "You know, Tommy, how stubborn you used to get if I said right out that you were wrong when you were a boy. If I explained things you always acted nice."

"Oh, all right," said Tom. "I suppose you know what you mean, but if any girl tries to tell me things just to make me feel that I own the earth she better stop short. I've no use for palaver."

Tom turned and went into the next room and Mary said, "Why, what is he so hot about? He acts as if he had a 'mad on,' as he used to tell me when I was a kid."

Kate said, "If there isn't anything more to do, I'll just run upstairs and fix up a little and then be ready for the big event."

As she went out mother looked at her fondly and said, "Mary, I like Katie. It certainly was a good thing to have her come here. She'll teach Tom a lot before she's been here long."

"Well, there's a lot for him to learn," laughed Mary.

"Oh, Tommy is all right," said mother. "Anyone ought to be proud of such a boy."

Meanwhile Tommy was standing in the sitting room looking out the window and his face didn't look as if he anticipated any great pleasure in his expected guest.

Kate passing through stopped only long enough to say softly, "I'm a real G. W. girl, Tom. I'm always going to tell the truth." Tom turned quickly and Kate called out as she ran upstairs, "The truth is—you get mad at nothing. Nobody palavers in this house." And Tom was left to think it over. He didn't look as if he enjoyed the simple, unadorned truth.

At the dinner table later everyone looked happy. Mother had been to church, of course, but the dinner was ready on time and everything was as perfect as if she had spent the day in preparation. The fact is that mother had system in her home. She looked ahead and planned so that things went smoothly.

The family had decided after serious deliberation to have roast beef because Tom wanted to have a Yorkshire pudding, for he knew people don't often get them it these days.

In front of mother was a big white cauliflower lying on a round platter covered in white sauce with round dashes of paprika over it, while around the edge, slices of tomato covered the dish. A delicious salad of green beans from their own garden on crisp lettuce leaves was at each plate.

"Isn't this just fine to sit down to a table like this? I haven't eaten any home made food since mother went away," said John Crane, and he beamed with satisfaction as he turned to mother who had placed him at her right. Kate was next to him and Tom opposite mother, while Mary sat on the opposite side where she could help Tom in serving.

"Do you like yours rare or 'Well done, good and faithful servant,' as the minister absentmindedly said to the maid who waited on him?"

"Tom, don't be sacrilegious," said mother.

"Oh, I wasn't, mother. I only quoted the minister."

Just at this moment the telephone bell rang. Mary jumped up and said, "Excuse me," and returned in a few moments.

"A wrong number, I bet," said John. "That's what I get."

"Why, yes," said Mary; "it was, though it doesn't happen very often. You see, our number is 0949 and there is a garage with the same number but with a different prefix and once in a while a man forgets and calls our number."

"Why don't you make a fuss and get your number changed?" said John.

"Why, you see, we understand and it doesn't happen very often and maybe if some one else had this number he would think it was the operator's fault and scold her."

"You're very considerate of those girls. If you had my service I guess you'd give them a piece of your mind once in a while."

"Why, John, what is the matter?" said mother. "We have awfully good service on ours. Of course, we've got a one-party line and I know sometimes you have to wait on the four-party lines, but that isn't the operator's fault."

"You said it," said John. "I've got a four-party line at home and the people are always on it when I want it."

"You don't think that's the operator's fault, do you?"

"Well, no, I suppose not, but the company ought to fix it so we'd get our service. We pay enough."

"Not enough to pay for the one-party line. If you had that you'd be all right, if you have enough calls to justify the expense."

"But I have got that kind at the theatre and I declare the service is worse than it is at home. Over and over people try to get you and can't."

"Well, that's because you've only one door and everybody tries to get in at once," said Mary.

"Why, what do you mean? We are one of the best houses in the city. We have four doors and other exits in case of fire."

"Yes, but I mean you have only one door to your telephone. Crowds of people stand in line at their telephones waiting their turn to call to reserve seats and they jam the entrance and scold when they ought to know it's only one at a time on a telephone."

"Last week," said Kate, "an operator told me that they used to have a big force on Sundays in one of the exchanges because the movie near that office kept them so busy. Now they don't reserve seats."

"Well, they get paid for it. The company can't object."

"Oh, no, the company doesn't object, and they pay them more for Sunday work and give them a day off, but, of course,

Digitized by Google

the company can't help the line being crowded when you haven't but one."

"Well, anyway, I bet those girls visit a lot. I have heard a lot of talking sometimes and once I heard laughing and a piano."

"Sometimes you hear voices because the listening key is open. The girl closes it so you can have your party all to yourself and not to hear your voices while she is answering other calls, but sometimes she may want to see if you are still on the line and opens the key and you hear the voices of the girls down the line. And then sometimes if you heard a piano, maybe the connection got crossed and you heard another party talking or even heard the piano in someone's parlor. On a four-party line maybe you took your receiver off before the other party had hung up."

"Oh, come now," said Tom. "Don't forget your dinner in the discussion."

"You bet I won't forget that, Tom. I'm going to have some more of that wonderful something you have with that roast. What do you call it?"

"Yorkshire pudding. That's mother's special. It's old fashioned, but I like it lots better than potatoes once in a while.

"I'd like the recipe for my mother. It certainly suits me. But tell me, Miss Mary, how you know so much about telephones. I knew Tom worked for the telephone company but I didn't know you knew about the operators."

"Well, you see, I'm one of them, and so is Kate here."

John Crane looked startled and a little worried. He said, "I hope I haven't hurt your feelings finding fault. I had no idea you were operators."

"Oh, no," said Mary, "You didn't hurt our feelings. We always are glad of a chance to explain things. Maybe you never saw how a call goes through. I think when people know that it takes two girls at least to make a connection and that we hate to give busy signals as much as you hate to get them, they are more patient with us."

"But if you really do have trouble," said mother, "they have got some pink tickets that will bring you help right away."

"Yes," said Mary. "I'll have your line looked up and see what the matter is if you have any trouble."

"I think I understand, from what you said, what the main trouble is. We haven't got enough doors. I always thought before that the girls like to give a busy signal just to get rid of us."

"But you see," said Kate, "we don't get rid of you till we get your connection. You hang on and ask again."

"All they want," said Tom, "is to get rid of you."

"Yes," laughed Kate, "anything to get you out of the way so we can help someone else. Won't you have some of the olives, Mr. Crane?"

"Yes, thank you. I hope you don't think I was scolding about you girls. I don't like the company but I guess the girls do as well as they can. It's a bad job, anyway."

"But *we are the company,*" said Mary. "I'd rather you'd find fault with us girls than to say anything against our company."

"Yes, you better be careful, John," said Tom; "Mary's got a little stock in the company and you'd think she owned it."

"Now, Tommy," said mother, "Mary always did love the company ever since she began work and I don't blame her. They certainly treat their girls awfully well. And, I must say, it is nice to be able to buy stock the way we do and get nine per cent dividends."

"So that's where my hard earned money goes! Well, I'm glad you get some of it. I thought the corporation was getting all of it."

"Don't you believe it," said Tom. "The company is spending a lot of it in increasing facilities. I happen to know where some of it goes, all right. We are out on the job day and night either repairing damages or making new connections and the number of new buildings which have to go up to keep up with the city would surprise you."

"And they are always putting in new boards and equipment in our offices. We have to look ahead several years to run such a company as ours," said Mary.

"Oh, Tom," said his mother, "did you see Mrs. Clark at church? She came up to me and whispered, 'I bought ten shares of stock and everyone tells me it's the safest investment I could make.'"

"Say, John, mother has been making friends for the company. She likes it so well, she is sending people down to buy stock."

"Well, John, it's like this. I never was brought up to be selfish; if I have a good thing I want others to know it and have some of it, too. And then I know if you have an interest in the business you are lots more interested in the operators—"

"Oh, I'm getting more interested in them all the time," said John, and he laughed as he looked first at Mary and then Kate. Tom fancied that he looked too long at Kate and perhaps that is why he said, "Come on, Kate, let's take off the plates. I'm ready for dessert."

On My Vacation

By M. T. D.

IT WAS Sunday, a *real* day of rest 'way up in the hills of Vermont. The village of white houses like a little cluster of pearls surrounded by emeralds, lies two miles away from our cottage on the lake. But the church bell could be heard in the perfect stillness and I can think of no better way to spend Sunday morning than to follow the call of the bell to the little country church. This day the church was filled to the door, for the summer visitors about the lake join the farmers and make a congregation more city than countrified.

It is very restful to be in the quiet little church. There is no trolley, no noisy car passing. A meadow lark sings his song near the window, a lovely response to the congregational hymn.

The sermon is about the scene upon the mountain long, long ago, when the prophets Moses and Elias met with the Greatest of All in wondrous communion—and the preacher, a distinguished minister from Toledo, Ohio, who comes to these Vermont Hills every summer for his vacation, gave me quite a thrill when he said as a climax to his sermon something like this:

"On another mountain, as the sun was setting on Friday with simple rites, they laid at rest another great prophet. A man of vision and a man who followed the call of the infinite. Through his labors, we to-day are made richer. His service has made our way easier. He saw the vision of a universal service when men thought him a visionary and impractical man. He was not working for money but to attain the end, and years of toil and anxiety did not seem too much to pay for what he could give the world. He was of the noble army of prophets who have entered into their reward having given their lives to us. Theodore N. Vail, whose name is revered in Vermont and who loved the mountains and built his home near us on the heights—he has gone, but he gave his life's best endeavor to the problem of universal service," and he named over some of the great men who have contributed to the development and extension of Bell's invention.

Many eyes were wet as he eloquently described the climb up the mountain side to the crest of Beinn Bhreigh Mountain with the body of the hero, Alexander Graham Bell, who had wished to be carried there, and as he repeated lines from the familiar Longfellow poem read at the service—

"Life is real, Life is earnest!
And the grave is not its goal;
Dust thou art, to dust returnest
Was not spoken of the Soul."

"Let us then be up and doing
With a heart for any fate;
Still achieving, still pursuing,
Learn to labour and to wait."

And at the end he said, "There was a hush in every telephone

Digitized by Google

WABsh 0640

will put you in touch with personal and experienced insurance service for getting most reasonable rates and broadest protection for your property, household goods, automobile, baggage and jewelry against fire and theft.

Get our advice—our firm is manager of the insurance department of the A. T. & T. Co.

MARSH & McLENNAN

INSURANCE IN ALL ITS BRANCHES
INSURANCE EXCHANGE
CHICAGO



The Price of Independence

At the age of sixty-five you will be dependent upon no one if you have put away at interest, $2 a week since you were twenty, (or $3 since you were thirty). You will have over $10,000—and more than half of it will be interest. The price is cheap, when one is young. But to those who put it off the cost is ever dearer. There is a way to save that much each week. Let our Thrift Counselor help you find it.

THE NORTHERN TRUST CO.-BANK

Capital and Surplus $5,000,000

N. W. Corner La Salle and Monroe Sts.

exchange all over our nation when he was laid to rest. For one minute the girls at the board sat idle," and then with a sudden change of mood, he said, "and some old grouch probably said, 'What in time is the matter with the service? I've been five minutes trying to get central.'"

But who cares for grouches when we think of the noble men whose followers we are! *We give the service* they made possible.

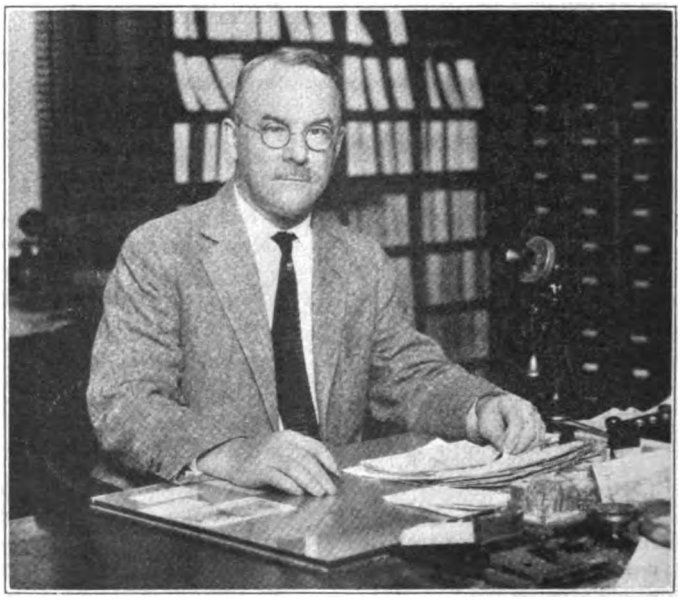
Russell Stevenson Dies Suddenly

RUSSELL S. STEVENSON, who last month completed twenty-five years of faithful and dependable service in the Chicago Commercial department, died suddenly in the early morning of August 21st. Death came as a painful surprise to his many friends in the Commercial and other departments.

Up to the very last Mr. Stevenson attended to his regular duties, apparently in his usual good health. On Sunday, August 20th, he took an automobile trip to Waukegan. When he arrived home at about ten o'clock that evening he complained of pains in his right shoulder. These soon left him and it did not seem necessary to call a physician. Early the next morning he attempted to rise from bed, but fell back, dead. Heart failure was the cause.

All of Mr. Stevenson's twenty-five years in the telephone service were spent in the Commercial department. He began as a collector. Later he took up adjustment work and subsequently became manager of the West Division Collection department in Chicago. In 1903 when the divisional collection branches were consolidated Mr. Stevenson moved downtown. In 1912 he was transferred to the Credit division and at the time of his death was supervisor of credit.

The interment August 23rd at Forest Home cemetery was under the auspices of Avondale lodge, No. 921, A. F. & A. M. Mr. Stevenson is survived by a widow, mother, sister and two brothers.



R. A. STEVENSON

—L

Digitized by Google

SAFETY FIRST and ACCIDENT PREVENTION

The Illinois Bell Telephone Company is a member of the National Safety Council and the Chicago Safety Council.

START THE DAY WITH CAUTION AND END IT WITHOUT ACCIDENT.

Warning to Radio Fans

AMATEUR radio fans who anticipate installing a receiving set to enjoy the evenings this fall and winter when it is too cold to spend their time out-of-doors should pay particular attention to the danger connected with this installation. If they will only heed the warnings that are being given for their benefit they may avoid serious injury and possible death.

The following rules are for the guidance of those who plan to erect an aerial for the home receiving set:

NEVER climb a pole to which wires are attached. They might be in contact with high voltage wires.

NEVER string wireless aerials over or under any other wires. Should these two sets of wires come into contact with one another the aerials might become dangerously charged.

NEVER attach radio aerials or anything else to poles carrying wires of any sort. Accidental contact with live wires may cause injury or death, or bring about fires.

ALWAYS attach aerials to substantial supports, so located that if either the support or aerial wire breaks it cannot come into contact with other wires.

REMEMBER that it is quite practical to operate a radio receiving set with an indoor aerial.

Poison Ivy Cure Found in Any Auto "Gas" Tank

WHILE we do not guarantee this as a sure cure, it comes from a pretty good source and might be worth trying: "Motorists who dread to stop by the roadside to enjoy their picnic lunch through fear of poison ivy may be comforted by the recent discovery by medical scientists that gasoline is a sure cure when applied to the affected parts. Benzine may also be used with good results.

"Poison ivy infection, the doctors say, is no different from any other chemical burn. The poison ivy oil may be dissolved and removed entirely by a liberal application of gasoline or benzine. The sooner it is applied after infection the better, but it is declared to be effective if used as much as eight hours after irritation of the skin develops.

"Hikers may also avail themselves of this remedy, as there are few districts reached by walkers that an occasional automobile does not appear with enough gasoline to spare for first aid treatment."—*New York Evening Sun.*

THE MULE IS SURE FOOTED, WHICH MAKES IT UNSAFE TO STAND BEHIND HIM. THERE ARE OTHER ANIMALS UNSAFE.

Selling Safety

AS A BROKER'S letter to you might read:

Dear Sir:—Knowing that many of your other investments have been very successful we are glad of the opportunity which presents itself to offer you the chance to get in on this issue of SAFETY which we are about to place on the market.

Do not think for one minute that this is something new. SAFETY has been on the market for many years and is regarded by all who have previously invested in it, as one of the most conservative and absolutely dependable securities offered. Ask the man who has already been "sold" and he will tell you the value of SAFETY from his viewpoint.

You may ask what are some of the benefits to be gained from investing in SAFETY. These are numerous. First, it might be well to state that your dividends (in health, wealth and happiness) will be regular. The longer you hold on to it the more your "interest" will grow. This investment is free from any kind of tax and it can be bought and redeemed anywhere, any time by anyone.

If you will call we will be glad to tell you more or if it is not possible to do that either write or telephone us and a representative will be glad to explain, at your home or at your work, just why YOU should invest in SAFETY. Yours very truly,

U. B. CAREFUL & CO.

Car Strike Increases Number of Accidents

FOURTEEN accidents, seven of them resulting in lost time, were reported by Illinois Bell Telephone Company employees as a result of the recent street car strike in Chicago. In one case an operator, who was being transported to work in the automobile of a friend, suffered a fractured rib when the machine collided with another. She was removed to a hospital.

Ten of the fourteen accidents were reported by the Traffic department while the Maintenance reported two and the Construction and Suburban one each.





Digitized by Google

TELEPHONE "GOOD WILL" DELEGATES TELL OF LIFE ON THE BOUNDING WAVE

Letter to Bell Telephone News from Misses Anna B. Raymond and Nellie O. Rud

Tuesday afternoon, aboard *La France*, 6 days at sea.
August 1, 1922.

Mr. A. T. Irwin,
Editor, BELL TELEPHONE NEWS.

Dear Mr. Irwin: You asked us to give a brief account of our experiences with "THE GOOD WILL DELEGATION" from the time we left Chicago until our arrival at Havre, France.

Many friends and relatives were at the La Salle Street station in Chicago Monday, the 24th, to see the Chicago delegates off for New York and France, wishing them good-luck and God-speed. A photographer from the *Chicago Daily News* took pictures of the delegates and friends at the train. The Omaha delegates (eight in number) and the San Francisco delegate (the only delegate from the Far West) traveled with us to New York. At South Bend, Indiana, the delegate from that city boarded the train and joined our party.

We had a delightful trip to New York, were received at the Grand Central station by representatives of the New York Committee for Devastated France and were taken at once to our headquarters at the Waldorf Hotel. Miss Reuse and Miss Shannon of the American Telephone & Telegraph Co. were at the station to greet us on our arrival. After luncheon, Miss Reuse took us for an enjoyable drive. The delegate from the Michigan State Telephone Company, Detroit, Mich. (Miss Leitch, Accounting department) joined us on this drive about the city. The day was delightfully cool following extremely hot weather on Monday. Although not our first visit to New York, the drive proved most interesting. We were much impressed by the manner in which the traffic was handled along Fifth Avenue by the traffic officers. It may be of interest to know that the South Park Commissioners of Chicago have decided to adopt this same traffic signal tower system for use on Michigan Boulevard.

At the Waldorf, a banquet for the delegates including four Gold Star Mothers, representing the cities of Atlantic City, N. J., 1; Altoona, Pa., 1; Binghamton, N. Y., 1; Buffalo, N. Y., 1; Cleveland, Ohio, 1; Chicago, Ill., 10; Dallas, Tex., 1; Detroit, Mich., 29; Dayton, Ohio, 2; Elmira, N. Y., 1; Ft. Wayne, Ind., 1; Fall River, Mass., 1; Kansas City, Mo., 1; Louisville, Ky., 3; Nashville, Tenn., 2; Omaha, Neb., 9; Newark, N. J., 1; Philadelphia, Pa., 8; Paterson, N. J., 1; Schenectady, N. Y., 1; St. Paul, Minn., 2; Springfield, Mass., 3; South Bend, Ind., 1; Troy, N. Y., 1; Worcester, Mass., 1; Wichita, Kans., 1; San Francisco, Cal., 1; Williamsport, Pa., 1, was held Tuesday evening. Ambassador Jusserand from France to the United States, came from Washington especially to be present at this banquet, and made a very interesting and impressive afterdinner speech. A theater party followed the banquet at the Cort Theater, the attraction being Captain Applejack. The cast was excellent and the play most entertaining.

About 9:30 Wednesday morning (another day of perfect weather) we left the hotel in auto buses, each waving an American flag presented to us by the committee, and drove to the French Line pier, where *La France* was docked. There we were met by friends who had permits to go aboard, and they remained with us until time for sailing. Aboard the liner a number of pictures were taken of the delegates by newspaper photographers and moving picture men. (This typewriting is a little rocky, but so is the boat.)

As *La France* steamed out of the harbor it was an interesting and impressive sight to see the crowded pier and to look back upon the mass of people enthusiastically waving their farewells to those aboard. We had the promised thrill when we passed the Statue of Liberty. Think of our American boys, and how they were thrilled when they had their first glimpse of the Statue of Liberty upon their return to America after the close of the war! Mr. Arnold, director of Temple Tours, and accompanying the Good Will Delegation, pointed out various places of interest along the shore.

La Paris is the latest and finest liner of the French Line and *La France* ranks second. Our delegation is traveling first class. *La France* has two beautifully appointed salons where delightful musicals are given each evening followed by dancing. An electrically equipped gymnasium, and a library and writing rooms, adjoin the salons. The services of an experienced masseur, manicurist, and man hairdresser are at the disposal of the passengers at a nominal rate. The dining room is most beautiful in its decoration and arrangement. Add to this the delights of French cooking prepared by the best of French chefs and you will have some idea of how sumptuously we are living.

Because of the ideal weather we have had since leaving New York it has been possible for *LaFrance* to make between 450 and 500 knots a day. Since our delegation left Chicago they have been in excellent health. (This means that we have not been "S. S.")

On board the liner is the president of the French Line, accompanied by his wife and children. I am enclosing herewith a program of a benefit entertainment given in the Salon last evening for widows and orphans of shipwrecked sailors. A contribution of $600 was raised toward this fund. Three French professionals entertained us in song and dance, very kindly donating their services. Judge Paige of New York spoke beautifully and feelingly of the mission of the Good Will Delegation to France. We were proud to have one of our Chicago delegates (Mrs. Ollie N. Milne) on the program, and she sang in a most charming manner.

We sighted land at two o'clock this afternoon and will arrive at Plymouth (England) this evening at about seven o'clock, but do not dock there, notwithstanding the fact that a great many passengers will disembark.

The mail is taken from *LaFrance* by tenders to Plymouth. When we arrive at Plymouth, the entire delegation will sing "America" and "The Star-Spangled Banner," while waving the American flag.

We expect to dock at Havre, France, early Wednesday morning, August 2nd, immediately entraining for Paris, where we remain over night, leaving the following morning about nine o'clock on a nine-day motor trip through the devastated regions, returning to Paris for one day; then leaving for a seven-day trip through Brittany and Normandy. Upon our return, about the nineteenth, we will spend a week or more in Paris and its environs. A garden party in honor of the delegation will be given by Miss Anne Morgan during our visit in Paris.

We are booked to sail on the *Rochambeau* of the French line, from Havre, France, for New York, on August 29th.

With greetings to our president, Mr. Abbott, the presidents of the federation, and all other employees, we are, most sincerely yours,

ANNA B. RAYMOND.
NELLIE O. RUD.

—L

Digitized by Google

Alexander Graham Bell

Lines Written in Honor of the Inventor of the Telephone on the Occasion of His Seventieth Birthday Celebration

By EDWIN MARKHAM
Author of "The Man With the Hoe" and Other Poems

Three wizards called the lightnings to their hands
And witched the world with wonder in all lands.
Morse, with a flower-touch, loosed the winged word
To ride the wires until the world's end heard.
Marconi shakes the ocean of the air,
And sends our words into the Everywhere.
But Bell flings off the cipher and the sign,
And with a cunning nearer the divine,
Lets out across the void man's living voice
To sorrow or rejoice,
Dispels the distances, shrinks up the spaces.
Brings back the voices and the vanished faces,
Holds men together, tho' the feet may roam,
Makes of each land a little friendly home!

The wires are everywhere.
The tingling nerves of the air.
Be-netting cities, speaking for all hearts,
From floor to floor their whispered lightning darts.
Looping the prairies, leaping hills and lakes,
Over the world their whispered lightning shakes.
They stitch the farms and link the battle-line;
They thread the Alps and down the Congo twine;
They throb among the Pyramids, and speak
Where Fujiyama lifts her perfect peak.

A fable it will seem in years to come:
How Bell gave speech to spaces that were dumb.
A fable it will seem:
He was one man, the one man with the dream.
When youth was on his brow,
He was a conscript burdened with a vow:
He was a man constrained
To seek a vision that the world disdained,
A vision that called laughters to the lips,
Laughters more stinging than the whistling whips.
"Whither the spaces, speak across the miles?"
How could the wise ones cover up their smiles!
"Send out our syllables like flying birds?"
How could the wise ones frame their scorn in words!
But now the deed is done,
And cried before the footsteps of the sun.
Honor the man whose gift from the All-Good
Is shrinking earth into one neighborhood.

And so, great guest, magician of the voice,
We come to crown that gray head, and rejoice,
We gather here tonight
To glory a little in your life's long fight
Take at our hands this humble wreath of praise
For all the toil and victory of your days.
Take this poor wreath: 'tis all we have to give
To those that nobly serve and nobly live.

—*System.*

Digitized by Google



Only one-fifth of the buildings owned by the Bell System are shown in this picture.

A Telephone City

Above is an imaginary city, made by grouping together *one-fifth* of the buildings owned by the Bell System, and used in telephone service. Picture to yourself a city *five times* as great and you will have an idea of the amount of real estate owned by the Bell System throughout the country.

If all these buildings were grouped together, they would make a business community with 400 more buildings than the total number of office buildings in New York City, as classified by the Department of Taxes and Assessments.

Next to its investment in modern telephone equipment, the largest investment of the Bell System is in its 1,600 modern buildings, with a value of $144,000,000. Ranging in size from twenty-seven stories down to one-story, they are used principally as executive offices, central offices, storehouses and garages. The modern construction of most of the buildings is indicated by the fact that the investment in buildings is now over three times what it was ten years ago.

Every building owned by the Bell System must be so constructed and so situated as to serve with efficiency the telephone public in each locality, and to be a sound investment for future requirements.

"BELL SYSTEM"

AMERICAN TELEPHONE AND TELEGRAPH COMPANY

AND ASSOCIATED COMPANIES

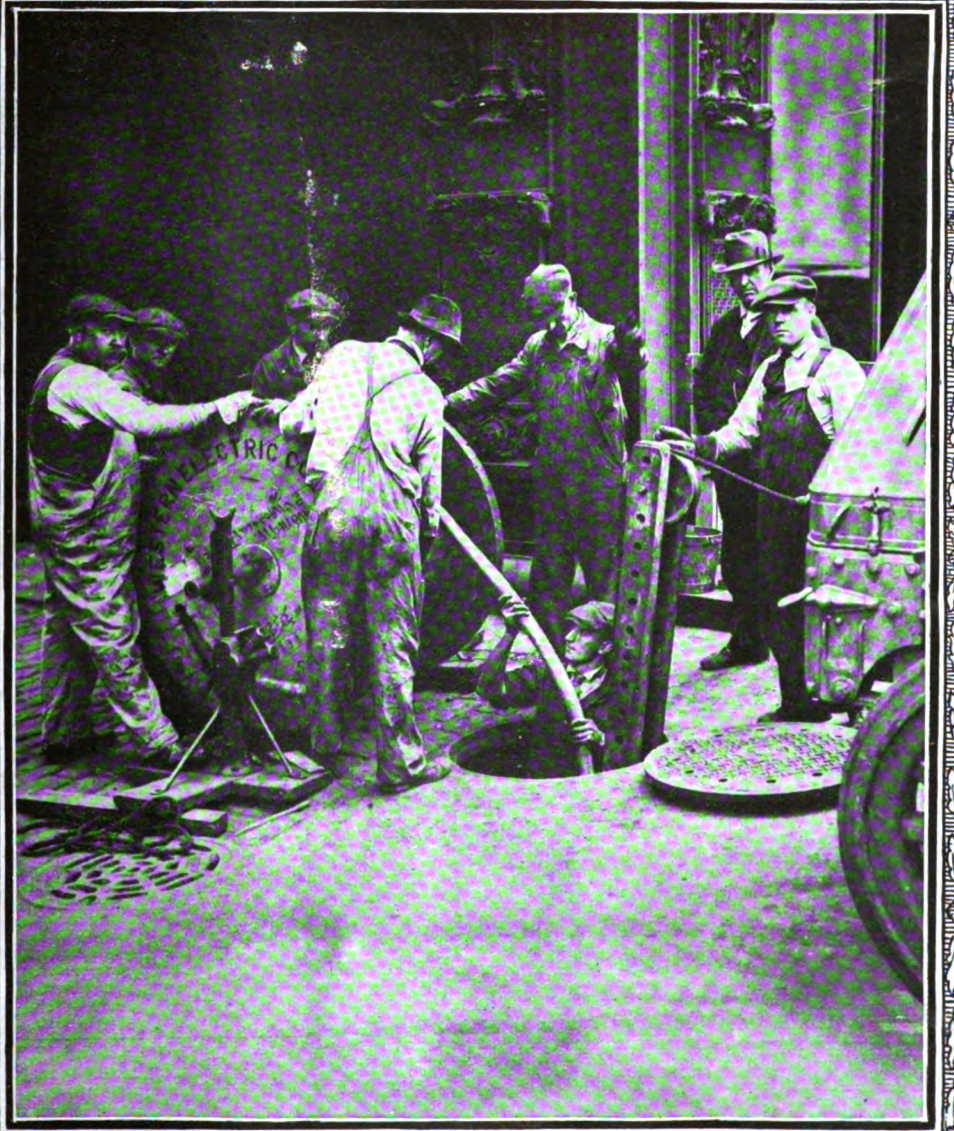
One Policy, One System, Universal Service, and all directed toward Better Service

Digitized by Google

537.05
BE

BELL TELEPHONE NEWS

OCTOBER 1922



Digitized by Google

OUR FRONT COVER

THE average telephone subscriber seldom sees any part of the apparatus which gives him his telephone service except the instrument at his home or office. He has little conception of the intricate electrical mechanism at the central office and the far-flung aerial and underground lines which weave together the system of communication which he enjoys.

Our front cover shows a typical underground cable placing crew. Large underground cables sometimes contain as many as 2400 separate wires all insulated from each other and the whole covered with lead sheathing. It is no easy job to handle cable of this kind and the men are carefully trained for the work and every job is thoroughly supervised. In the large cities and many of those of moderate size the greater part of the telephone plant outside of the central offices is in underground conduits.

During the past few years the use of cable for long distance communication has been greatly extended. There is now an underground system from New York to Boston and from New York to Philadelphia and Washington, which extends westward on poles from Philadelphia to Pittsburgh. It will not be many years until New York and Chicago will be connected by a cable system. The route of this line has been laid out from Pittsburgh through Northern Ohio and Indiana and work is now in progress.

Shorter toll cable systems have been installed in many parts of the country. There is an underground cable from Chicago to Milwaukee and an overhead cable system extending throughout Northeastern Illinois.

There is also an extensive overhead cable system from Cleveland to neighboring toll points.

Digitized by Google

General and Division Plant Officials

Illinois Bell Telephone Company



VERNE RAY
Maintenance Superintendent
Chicago Division



FRANK REDMUND
General Plant Superintendent



ROBERT CLINE
Construction Superintendent
Chicago Division



LEWIS C. JONES
Plant Superintendent
Suburban Division



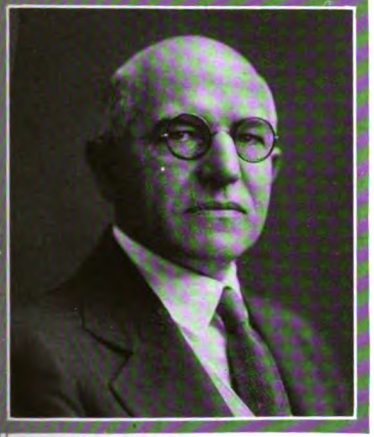
PAUL J. RAMSEY
Plant Superintendent
Illinois Division



MAYNARD H. RILEY
Plant Engineer
Chicago Division



ALBERT J. WALKER
Supervisor of Methods



WILLIAM E. CONRAD
Supt. Buildings, Supplies and Motor Equipment



SYDNEY HOGERTON
Plant Superintendent, Long Lines Division



WILLIAM N. HARRIMAN
Plant Accountant

Digitized by Google

Digitized by Google

BELL TELEPHONE NEWS

Volume 12 · CHICAGO, ILLINOIS, OCTOBER, 1922 Number 3

PRIZES FOR BEST "PINK TICKETS"

Bell Telephone News Offers Rewards for Stories Showing Value and Good Uses of Forms Devised by Employees' Associations

TO encourage the wider use of the "Pink Ticket" by the employees of the Illinois Bell Telephone Company and to recognize in a substantial way the value of these little messengers in the great work of improving our public relations, the BELL TELEPHONE NEWS offers cash prizes for the best examples of the use of the pink tickets and stories describing the same, written by the employees. Prizes will be awarded as follows:

First prize	$25
Second prize	15
Third prize	10
Fourth prize	10
Fifth prize	10
Sixth prize	10
Seventh prize	5
Eighth prize	5
Ninth prize	5
Tenth prize	5
Total	$100

Any employee of the Illinois Bell Telephone Company who has filed a pink ticket at any time since the plan was instituted, or who files a pink ticket at any time before November 15, 1922, will be eligible to compete. Such an employee may write to the Contest Editor, BELL TELEPHONE NEWS, 212 West Washington Street, Chicago, the story of the circumstances under which the pink ticket was originated, describing what he (or she) did and all the details of the trouble which the pink ticket was intended to correct. The story should tell what was done by the different departments of the company to remedy the trouble and be carried to the conclusion of the affair, also tell what comments, if any, the subscriber made. In short, tell all about it. The length of stories is limited to 500 words.

The articles will not be judged in any way upon literary merit and, except the above, there are no hard and fast rules to govern the contest. However, to aid the judges, employees are requested to write their stories plainly on one side of the paper only. The name and office address of the contestant should be signed legibly.

The contest will close at twelve o'clock noon, Saturday, November 25. All stories must be in the hands of the BELL TELEPHONE NEWS not later than that time.

Employees who have turned in pink tickets and who wish to refresh their memories as to the transactions involved, may have the tickets returned to them for the purpose of calling A. V. Farr, OFFicial 9300, Extension 469, Chicago, or writing Mr. Farr at his address, 212 West Washington Street.

Some employees have filed more than one pink ticket. Such employees are privileged to enter as many stories as they have filed tickets, and each story will be eligible to win a prize.

When the story reaches the contest editor, it will be given a number and the name removed. A committee of judges will be appointed and the stories will be considered by them without knowledge of the names of the authors. The names of the judges will be announced by the BELL TELEPHONE NEWS or the Weekly Supplement as soon as possible.

The pink ticket plan has been in effect since it was conceived about a year ago by employee association representatives. It provides that when an employee hears of an unsatisfactory condition in connection with any subscriber's service, he makes a short report of this on the pink ticket form. This form is marked "Important" and all exchanges in the state have arrangements perfected whereby immediate attention is given to pink ticket reports.

The pink ticket plan is not intended to take the place of any of the company's routine methods of handling complaints and correcting service conditions. It is intended to supplement these and goes much farther in its application. It makes every employee the company's representative and provides a means by which an employee may obtain quick action on any case of dissatisfaction on the part of the subscriber which comes under the employee's notice. Most Illinois Bell employees now carry a supply of pink tickets. The form is small and the women employees often carry them in their handbags.

Starting in a small way, the pink ticket plan has rapidly grown in popularity and usefulness. During the month of July, 1922, there were 1,298 pink tickets turned in by employees. The cases reported cover almost every conceivable form of complaint, ranging from a delayed installation of service to the general complaint that the company is a monopoly. Every case is taken up immediately by the proper department and the best possible correction, adjustment or explanation made. The result of the case is then reported back to the employee on a special white form, designed for the purpose. This completes the record and closes the case. Out of the total number of cases reported for July, only ten per cent had not been fully disposed of at the end of the month. The pink ticket plan has the effect of putting up to the employees the reputation of the company with the public. This is as it should be. The employees are the company so far as the public is concerned because it is the employees with whom the telephone users come in contact.

The contest is on. Let's make it the most successful the NEWS or the company ever started. Illinois Bell employees have made great records in previous contests. They led a big field in putting over their candidates in the recent "Good Will" contest to send a delegation to France. They have led in numerous other competitions and will continue to do so. The present contest is one which will cost no employee anything and ten employees are going to get some extra Christmas money.

You're on your way!

Digitized by Google

Old Time Telegraphers at Chicago Convention

FOR the fifth time since 1880, Chicago was the meeting place for the annual convention of the Old Time Telegraphers' and Historical association.

The convention was in session at the Hotel La Salle, September 14, 15 and 16. B. E. Sunny was president of the association for the last year.

Contrary to general impression, the association is not made up mostly of octogenarians. Any person who has been in the tele-



SAMUEL F. B. MORSE

At the left is a picture of the inventor of the telegraph usually seen in publications. At the right is a reproduction of a daguerreotype taken when Mr. Morse was in his early forties.

graph business for twenty years or more is eligible to membership. There are more than 1,700 members.

President Sunny was presented with a gavel made from a limb of a tree which formerly stood at Pennsylvania avenue and Fourteenth street, Washington, D. C. It was under the branches of this tree that Professor S. F. B. Morse did much of his studying which resulted in the Morse telegraph code. The deep study given the matter is manifest when it is recalled that there has been no material change in the code during the eighty years of its use.

Professor Morse's daughter presented the association with a daguerreotype of her father taken in the latter's early forties. It was declared that this is a rare picture of Professor Morse, as it shows him without a full beard. Practically all of the printed photographs of Professor Morse used by the newspapers and other publications in the past showed him with a full beard.

Professor Morse had a long struggle to have the telegraph recognized. He spent seven years trying to sell his patents to the United States and other governments. Finally, in 1843, the United States appropriated $30,000 to build an experimental line from Washington to Baltimore. Even after the success of this line the government refused to buy the patents, and Professor Morse was compelled to turn to private capital to see his invention made commercially practicable.

The convention closed Saturday, September 16, with a banquet at the Hotel LaSalle. Edward P. Griffith, Thomas D. Lockwood, William R. Moss, H. J. Pettengill and Former Congressman James W. Good were the speakers. Mr. Sunny was toastmaster.

What to Do About the Lost and Found

"FOUND—Key ring with seven keys." But before that ad appeared in the *Weekly Supplement* the man who lost them had a new set made—expense, $3.75. This happened because the finder of the keys, like several thousand other employees, did not know there is a lost and found bureau as part of the Department of Claims.

The proper procedure for persons losing or finding property in the main group of telephone buildings in Chicago is to immediately call the Department of Claims—OFFicial 9300, Extension 863.

H. W. French, Chief Investigator, and the men under him have been very successful in recovering lost property. Since the first of the year they have turned over to the owners wearing apparel, jewelry, glasses, umbrella, currency, etc., amounting to more than $475.

Lost and found ads, of course, will continue to be accepted for publication in the *Weekly Supplement* even though the Department of Claims is notified.

Everett Judd and George Wilburn Move Up

E. A. JUDD has been promoted to the position of commercial manager of the Waukegan group of exchanges, with headquarters at Waukegan. This position was made vacant through the recent death of Commercial Manager F. C. Bullock.

Mr. Judd has occupied several positions in the Suburban Commercial Department during his fifteen years of service, always acquitting himself with credit.

Starting out as a canvasser in 1907, he rose by dint of perseverance and application to the position of commercial manager in the Woodstock group of exchanges with headquarters at Woodstock.

The Waukegan group of exchanges is one of the largest exchange areas along the North Shore. Mr. Judd will report to District Commercial Manager C. T. Ford at Evanston.



EVERETT A. JUDD

Another appointment based upon merit is that of George Wilburn who succeeds Mr. Judd as commercial manager at the Woodstock group of exchanges.

Mr. Wilburn is a practical telephone man, having served in several positions in the Plant Department, and at the time of his appointment was wire chief at the Woodstock group of exchanges.

Mr. Wilburn in assuming the duties of commercial manager will also have charge of the plant in this group of exchanges.

E. T. Peck Goes to Desplaines Telephone Company

E. T. PECK, employed as commercial agent by the Suburban Commercial Department for the last seventeen years, working largely among farming communities, resigned as of August 1 to accept the position of assistant manager of the Desplaines Telephone Company's properties in Desplaines and Park Ridge.

The Desplaines Telephone Company is a connecting company of the Illinois Bell Telephone Company.

Mr. Peck's many friends in the Suburban Division wish him success in his new work.

Commendation from Grayslake Newspaper

THE *Times* would like to say in justice to our telephone exchange, that the service is back to normal. In carrying out our search for news this week, we made about thirty calls in forty-five minutes, in each call using a brief period for conversation. We believe that the exchange manager and the operators are entitled to this commendation as well as consideration from other patrons who want good service.—Grayslake *Times*.

Digitized by Google

THEODORE N. VAIL CHAPTER ENTERTAINS

Illinois Organization Is Now a Regular "Operating Unit" of the Telephone Pioneers of America

THEODORE N. VAIL Chapter No. 1 of the Telephone Pioneers of America is now officially under way. The chapter held its first entertainment in the Bell Forum, Thursday evening, September 7. A new membership drive was launched. Every eligible man and woman will be urged to join the chapter.

One of the points brought out during the entertainment was that the membership in the chapter is not confined to employees of the Illinois Bell Telephone Company and the Western Electric Company. If you have been in the telephone operating or manufacturing business for twenty-one years and live in the territory served by the Illinois Bell Telephone Company, you are eligible for membership.

The chapter is open to all eligibles. Employees of all telephone operating and manufacturing companies, whether or not they are connected with the Bell System, were urged to join the organization provided, of course, they have qualified for membership by having a service record of twenty-one years or more.

William Rufus Abbott, President of the chapter, gave the address of welcome. John Harper told of the new membership drive. Harry A. Mott told of the plans for the Pioneers' annual convention. Alfred Rufus Bone was toastmaster. President Abbott said:

> When the pioneers held their first meeting in Boston, eleven years ago, they adopted a constitution which defined the objects of the association to be "for the purpose of recalling and perpetuating the facts, traditions and memories attached to the early history of the telephone and the telephone system; preserving the names and records of the participants in the establishment and extension of this great system of electrical communication; the promotion, renewal and continuance of the friendships and fellowships made during the progress of the telephone industry, between those interested therein."
>
> Since that time (except for three years during the war period), there was a general meeting once a year. These meetings were most enjoyable. They gave opportunities to meet pioneers from other parts of the country, and often to renew friendships formed in other places and in the earlier days of the business. Every pioneer looks forward to attending the annual meeting, which will always be one of the principal activities of the association.
>
> The annual meetings were held in various cities, some of them remote from Illinois, and only a few of the Illinois pioneers were able to attend. In view of this, it seemed to some of us that the objects of the pioneers' association might be more fully accomplished by the formation of local branches, the members of which could meet more frequently and at less inconvenience and expense.
>
> This idea was developed at an informal meeting of a few Chicago telephone and Western Electric people about a year and a half ago. A resolution was adopted recommending that the executive committee of the pioneers give consideration to this plan. H. B. Thayer, at that time President of the Pioneers, expressed great interest in the suggestion and promptly presented it to the executive committee. Final action, however, was postponed until the annual meeting in St. Louis last year, when the constitution of the pioneers was amended to permit the formation of the local chapters.
>
> As this plan had originated in Illinois it was fitting that Illinois should be recognized by receiving the first local charter. Our application was made and accepted, our by-laws have been approved, and our charter will shortly be received. This is our first meeting as a regularly constituted chapter.
>
> The executive committee, which under the by-laws is the governing body of the chapter, has held two meetings and has appointed a Membership committee, with Charles W. Bergquist of the Western Electric Company, chairman; an Auditing committee, with U. F. Cleveland, chairman, and an Entertainment committee, with A. R. Bone, chairman. The full personnel of these committees is printed on the program.
>
> Membership in the chapter is open not only to telephone men and women but to Western Electric men and women; and we already have enrolled a number of Western Electric pioneers. John Harper of the Western Electric Company later will tell you of the plans for our new membership drive in our own and the Western Electric organizations
>
> We all realize the responsibility we have assumed in taking the name of that grand old man of the telephone, Theodore N. Vail. He was the great builder of the telephone business and the telephone service, and the Bell System is his enduring monument. He was the animating spirit in the founding of the Telephone Pioneers and he exemplified the best ideals and traditions of the telephone service which we are organized to perpetuate. We are proud of the fact that Illinois was the leader in this important change in the pioneers' organization, which we believe will have great value in the years to come, by bringing the pioneers in closer relationship with each other.
>
> And we are Chapter No. 1. This also carries an obligation, as Chapter No. 1 will be looked upon as a model for others, so that we must so conduct our organization and its work that we will be No. 1 in fact as well as in name. From my long association with most of the people here and the members of our chapter, I am confident this can be accomplished.
>
> I deeply appreciate the honor of having been chosen the first president of this chapter. We are planning to come together often, and I know that the telephone and Western Electric organization as a whole, as well as the members themselves, will gain new inspiration in their work from our closer association.

Professor E. B. Moebius and his orchestra were on hand. Joseph J. O'Connell, a son of "Our Joe," was one of the soloists. He was followed by Misses Orielda Tondeler, Alice Lowe, Blanche Mejdrich and Virginia Rohweder of the Western Electric Company, a ukulele quartette.

R. E. Keeley and B. E. Ziel presented the "Pioneer Special," representing "Bill" Maiden and Fred Kasparek.

Miss Corinne Mount, with her African folk songs and dances, was a hit.

Anthony Del Principe of the Western Electric Company, did everything with an accordion except to make it talk.

Miss Val Truelson, accompanied by Miss Laurette Kane, Western Electric Company, was a soloist of unusual merit.

Digitized by Google

E. B. Buck and Herman Schumacher, Western Electric Company, gave a character dialogue.

Mary F. Murtaugh, Elizabeth Briggs, Phyllis Mueller and Mary Kearney, of the Illinois Bell, and Violet Sutcliffe and Hilda Sandkohl, of the Western Electric, volunteered their services in handling the supply of cigars and cigarettes for the men and candy for the women.

Boy Scouts Arnold Holterman, Martin Sobiesk, Thomas Baima, Richard Maloney, Henry Georgen, John Donohue, Harold Nehlson, Raymond Wittkott and Frederic Brenke were on hand to be of assistance.

After the entertainment President Abbott shook hands with nearly everyone present.

Officers and committee members of Theodore N. Vail Chapter No. 1 are: William Rufus Abbott, President; James W. Bancker, Vice-President; William Joseph Maiden, Secretary-Treasurer.

Executive Committee: William Rufus Abbott (ex-officio), James W. Bancker (ex-officio), William Edward Bell, Mrs. Margaret Mackin Hyatt, Joseph J. O'Connell.

Auditing Committee: Ulysses F. Cleveland, Chairman; Harry E. Loveday, Leo Montamet.

Membership Committee: Charles W. Bergquist, Chairman; William Rufus Abbott (ex-officio), James W. Bancker (ex-officio), Herbert George Dean, Edward S. Holmes, Charles H. Kehnroth, Victor Robert Lanestrem, Miss Mattie McCormick, Mrs. Catherine M. Moore.

Entertainment Committee: Alfred Rufus Bone, Chairman; William Rufus Abbott (ex-officio), James W. Bancker (ex-officio), Harry Donald Agnew, Edward Hugh Bangs, John Penfield Hansen, William John Speer.

Oakland Council Aids Invalid Boy

HERE is a picture of the protege of Oakland office, Chicago. Two years ago he was told by doctors that they could not cure a hip disorder he had, nor could they relieve his suffering.

The father was distracted and destitute due to the prolonged illness of the boy and the resultant bills. As he is a member of Oakland Council of the Plant Employees' Association it was natural that he should confide in another member. That member, D. A. McIntyre, brought the case to the attention of the council. He and W. H. James were appointed a committee to investigate the case and see if in their judgment the council could do anything for the boy.



CHARLES MACAREWICZ

As a result the boy was taken before a specialist, Dr. Your, who was then visiting Chicago. He was induced to take the case and donate his services. The boy was taken to the Chicago Osteopathic Hospital, where the management on learning of the circumstances kindly agreed to take the patient in at a special rate. Oakland Council members unanimously agreed to pay this rate by assessments.

After fourteen weeks the boy was removed to his home in a plaster cast, well on the road to recovery. Now this happy young fellow, Charles Macarewicz, is almost completely recovered and is a fine looking specimen of American boy.

When asked about the case Oakland Council stated: "We members of Oakland Council feel that we owe very much indeed to this wonderful doctor for his kind and generous services so cheerfully given, and we feel that in some way, some time, he will receive a just reward."

Rifle Team Takes High Honors

(Rifle team pictures are printed on page 6.)

THE five-man team of the Bell Telephone Rod and Gun Club which entered the national 200-yard outdoor match won third place in the national match and also the Illinois state championship. The team was composed of Cecil R. Boman, captain; Samuel L. Touchton, John N. Schalz, Ralph Long and L. R. Birdsall.

Our team shot under a greater handicap and more trying conditions than their competitors. Boman, Touchton and Birdsall shot their scores in a twenty-mile wind and in the rain. Schalz had a bad wind and Long was the only fortunate one on the team for conditions. The team shot the entire match with one rifle. An even break of conditions might have landed the team in first place.

The 200-yard match is an annual one conducted by the National Rifle Association, and the championship is always competed for by the leading teams of the United States. The possible score is 500 points.

This year's leaders were:

1. Los Angeles Rifle Club, Los Angeles, Cal..... 478
2. Haverhill Rifle Club, Mass..... 470
3. Bell Telephone Rod and Gun Club..... 458
4. Ayer Rifle Club, Ayer, Mass..... 450
5. Western Reserve, Cleveland, Ohio..... 448
6. Chicago Rifle Club, Chicago..... 446

The scores of our team members were: Boman, 98; Touchton, 95; Long, 92; Birdsall, 87, and Schalz, 86. The size of the target used is 28 inches by 16 inches with a 5-inch bull's eye.

In the 200-yard individual match our only entry, Mr. Touchton, is at present in sixth place with a score of 96. The two leaders are still shooting for first place with perfect scores.

The team members each get national and state medals, and Boman, Touchton and Long also get national 90 per cent medals.

The prospects for winning teams for the national and state indoor matches are very bright. It is the desire of the club officers to enter more than one team in all matches. There will be many matches for the new shooter and every opportunity will be given him to qualify. All telephone employees are welcome.

Mr. Kenroth and the other club officers will be glad to receive any suggestions or ideas for the coming club matches or fo: improvements in the rifle range.

His Heritage

"YOU look like an idiot," thundered the disgusted man to his swell son, just returned from college. "You grow more and more like a conceited, hare-brained, helpless idiot." Just then an acquaintance of the old gentleman entered the office and saw the youth.

"Hello, Charlie, back, eh?" exclaimed the visitor. "You're looking more like your father every year."

"Yes," said Charlie, "that's just what the governor's been telling me."—*Exchange.*

Digitized by Google

FIRST AID CLASSES BEGIN NOVEMBER 1

Registration Ends October 20—Teams Will Compete — Instruction Proves Valuable

WITH the assistance and coöperation of the officers of the Plant Employees' Association, a large number of employees of the Plant Department, Illinois, Suburban and City Divisions, received instructions in first aid training last spring.

The members of these classes have completed the course of ten weeks and are now in a position to help their fellow employees, the public, and any member of their family in case of accident.

Those who have ever been placed in this position and have a knowledge of first aid will testify that it is a "grand and glorious feeling" to be able to render assistance in case of emergency.

It is hoped that eventually every traveling gang of employees and every exchange will have a group of men who will be so well equipped to render first aid that none of our employees will ever suffer from lack of attention in case of accident.



JACKSON OF THE CONSTRUCTION DEPARTMENT SAYS FIRST AID INSTRUCTION IS INTERESTING

It also must be remembered that such knowledge is also very valuable in the home. Furthermore, it is a known fact that our employees are continually meeting the same conditions when traveling in their regular line of work.

We have recently had called to our attention a number of cases of employees who have taken this course, rendering assistance to the public and in each case the doctor arriving on the scene complimented the telephone men for their knowledge of first aid work.

The instruction last spring was handicapped by a late start, and all of the classes formed did not complete the course at the same time. This year, however, it is contemplated to start the classes the first week in November, which would make it possible to complete the course of ten weeks' instruction the third week in January, 1923, allowing two weeks, recess for Christmas and New Year holidays.

Contests will then be held during the month of February between the teams representing the various classes to determine the champion first aid team of the entire company. These contests will be held in each department among the teams representing the various classes and then between the championship teams representing each department.

Our championship team will then represent the telephone company in a contest which will probably take place between the other industries, who are following a similar program in first aid instructions.

In order to facilitate the handling of this work, the following men have been appointed in the various divisions of the Plant Department to receive requests from the field for the formation of first aid classes: Illinois Division, M. J. Codatte; Suburban, J. C. Bone; Construction—City Division, O. Knuth; City Maintenance, H. E. Robb; Buildings Supplies and Motor Equipment, L. J. Boylan; Plant Accounting, E. T. Henry; Plant Engineering, P. M. Kenny.

Requests for the formation of classes should be sent to the men appointed in each department before October 20 in order that there will be plenty of time for the appointment of a local instructor. If possible, classes should have no less than twenty members and no more than thirty. Employees who enroll in these classes should appreciate the responsibility of 100 per cent attendance, in order to obtain the greatest amount of benefit. Do not delay your request for enrollment.

Profits Are Essential

IT IS to the advantage of society that business as a whole shall be profitable.

The great industries, the railroads and public utilities, which are the framework of national well-being, could never have been created under conditions unfavorable to reasonable returns.

Profit is the wage of service—the spur to endeavor—an objective of practically every material development of civilization.

Good profits mean good service and prosperity—poor profits presage unemployment, hard times and business mortality.

Our progress towards better times depends upon the general acceptance of the truism that business is worthy of its hire. To deny reasonable earnings to industries, railroads and public service corporations is to deny their usefulness or right to existence.—*Saturday Evening Post.*

Digitized by Google

VIEWS OF PERSONS IN THE NEWS



D. V. McGrath of the Chicago Commercial Department was presented with this clock by fellow workers when he was married last month.



"Just Married." Norman H. Holt of the Accounting Department found his desk decorated in this fashion when he returned from his honeymoon last month.



C. B. Noll, individual medal winner in National rifle matches.





Two pictures of Bessie Senicka, Chief Operator at Graceland Office, Chicago. The one at the left was taken when she was five years old.



Bell Telephone Rod and Gun Team, which finished third in the National rifle match. Left to right are—C. R. Bowman, Captain; L. R. Birdsall, S. L. Touchton, Ralph Long and J. N. Schalz.



Elmer Freeman was married last month, and was presented with this clock by his friends in the Chicago Commercial Department.



J. Rofrano of Kildare and the twins, of which he is the proud "daddy."



Miss Teresa Periolat, Day Information Operator at Humboldt Office, Chicago, who rescued a boy from drowning in Lake Michigan.



Edward F. Bauer, Accounting Department, and Mrs. Bauer, at his right, enjoying the ozone of Clinton, Ia.



"Bill" Patterson, his wife and Miss Mullin on an outing at Long Lake. "Bill" is in the Construction Department.



Chicago Construction men on their annual outing to Grass Lake.

Digitized by Google

NINE DAYS IN NORMANDY AND BRITTANY

Our "Good Will Delegates" to France Tell of Auto Tour Through Historic Old Provinces

By Anna B. Raymond and Nellie O. Rud

OUR first and *last* communication to the Editor of the BELL TELEPHONE NEWS was written aboard the Steamship *La France,* August 1. We docked at Havre in the early morning hours of August 2. The stewardess informed us that Miss Anne Morgan, who had come to Havre, had come aboard and was waiting to welcome us. She impressed us at once as a woman of great ability, forceful and magnetic, and this impression on closer acquaintance was enhanced.

As we docked at Havre, the delegates sang "The Star Spangled Banner," and "The Marsellaise." On the pier we were greeted in French by the Mayor of Havre and a representative of the prefect (governor). The address of welcome was translated for us by our director delegate, Madam Despres, a French woman, who had accompanied the delegation to France. A beautiful bouquet was presented by the mayor to Miss Hasse, Secretary to the President of Dodge Brothers, automobile manufacturers, and chairman of the Detroit delegation, who received 570,845 votes, the largest number received by any individual in the entire delegation. Detroit sent twenty-nine delegates and a total amount of $150,000. Our Good Will Delegation badge proved an open sesame, and we were spared the customary inspection of baggage by the custom officials. After a farewell to Captain Roche of the good ship *La France,* the eighty-nine delegates, accompanied by Miss Morgan and some of her staff, hastened to the waiting special train. This was the first glimpse (outside of the moving pictures) of a French railroad coach for the majority of the delegates. As compared with one of our limited trains drawn by a powerful locomotive, it seemed to us miniature indeed, almost like a toy train. The interior of the car somewhat resembled one of our American, all-compartment coaches, with an aisle on the left, each compartment accommodating six persons. As the train pulled out of the station at Havre the "toy" engine whistle created no end of merriment. So this was France at last!

Shortly after leaving Havre we were summoned to the diner by a maid, who invited us to partake of rolls and coffee, or hot chocolate ("choc-o-lat" as we must now pronounce it). As a sure cure for the coffee-drinking habit we recommend the French concoction known as coffee—(one-third coffee, two-thirds chicory, and to this add hot milk). After several attempts to drink this delectable (?) beverage, we gave up the struggle and took to a milder (?) drink.

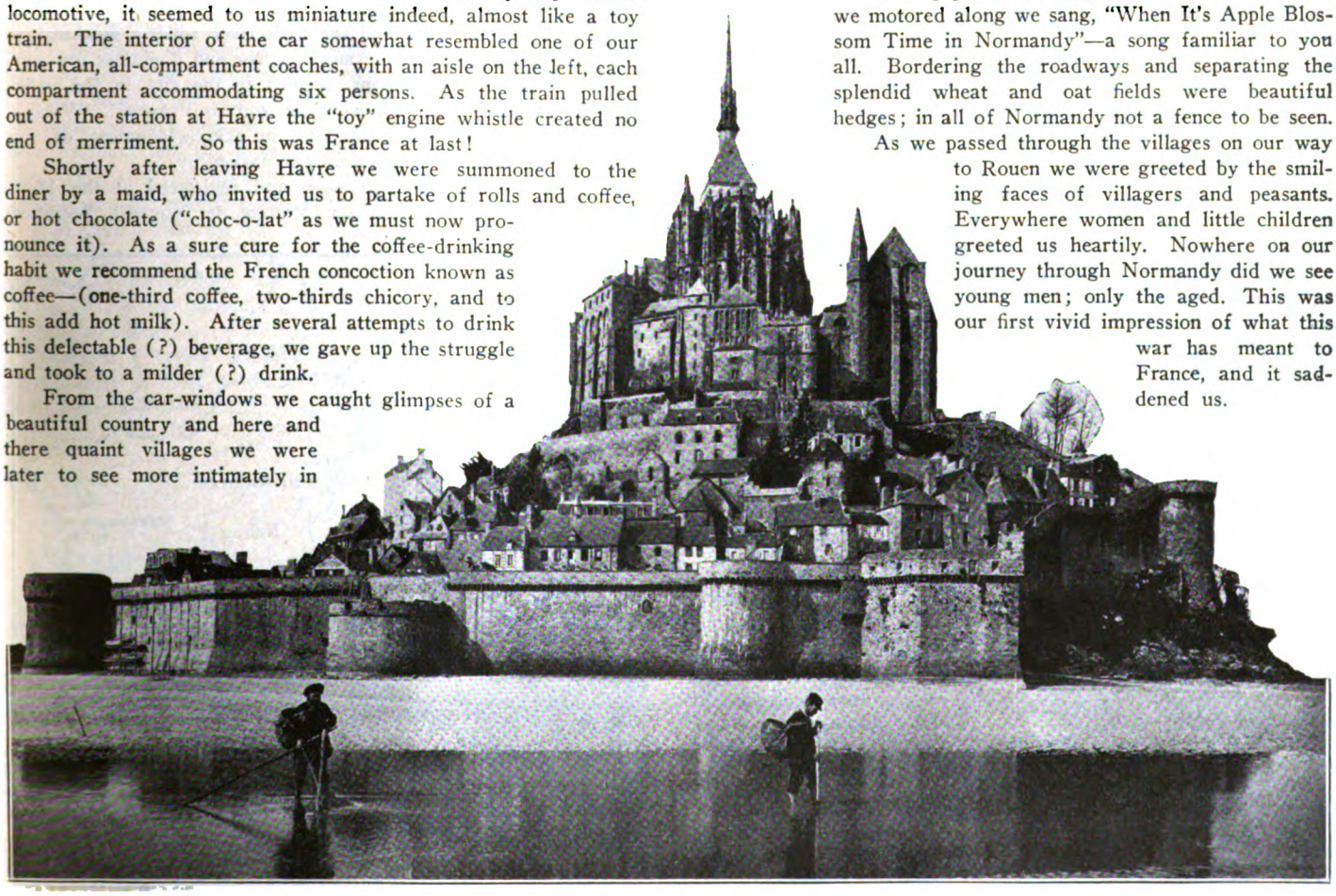
From the car-windows we caught glimpses of a beautiful country and here and there quaint villages we were later to see more intimately in our motor trip through Normandy. From Havre to Paris the journey is about four hours. On reaching the station in Paris we had our first experience with the foreign custom of permitting each traveler to locate and carry his own luggage, whatever the load might be—not a "Red Cap" to be had for love or money! It is everyone for himself. Here we saved our tips, but never again!

The large touring cars, which were to be almost our ***home*** for the succeeding sixteen days of travel through the provinces, carried us to the Hotel Moderne in the Place de la Republique, not far from the site of the Bastille, now marked by a monument. In the day and a half spent in Paris we visited some points of interest and motored over the beautiful boulevards, probably the finest in the world.

On the morning of August 4 we left Paris on our nine-day motor trip through Normandy and Brittany. Everywhere there are splendid roads winding through small villages. We found most fascinating our first glimpse of the quaint village houses, of ever-varying architecture, always with a touch of color, made brighter and most attractive by potted red geraniums on the sills of prettily curtained windows, and evidencing the inherent love of the French people for the beautiful. Flowers and vines, many of them quite unlike those of the United States, grew in great profusion everywhere.

The country roads, bordered on either side with a variety of beautiful wild flowers—poppies predominating—made a wonderful moving panorama long to be remembered. As we motored along we sang, "When It's Apple Blossom Time in Normandy"—a song familiar to you all. Bordering the roadways and separating the splendid wheat and oat fields were beautiful hedges; in all of Normandy not a fence to be seen.

As we passed through the villages on our way to Rouen we were greeted by the smiling faces of villagers and peasants. Everywhere women and little children greeted us heartily. Nowhere on our journey through Normandy did we see young men; only the aged. This was our first vivid impression of what this war has meant to France, and it saddened us.



MONT SAINT MICHEL

Digitized by Google



CAPTAIN GASTON BERDONNEAU, A DIRECTOR ON THE TOUR OF GROUP A, WHICH INCLUDED THE CHICAGO DELEGATES

After a drive of forty miles we reached Rouen, a city of 150,000 inhabitants, our first over-night stop. This old Norman city, with many of the streets and houses dating back to the eleventh and twelfth centuries, one of the chief cities not only of France, but in Europe, proved fascinating to us, and we regretted that we could not prolong our stay here. In this ancient city we drove to the Hotel de Nord, beside the tower of the great clock, the oldest clock in France, which faces on a narrow, winding, cobblestoned street, and, passing through an archway, found ourselves in an open courtyard, where lunch was served. This was a novel experience for us, to be repeated everywhere in the provinces, for all of France, we were soon to learn, dines out of doors.

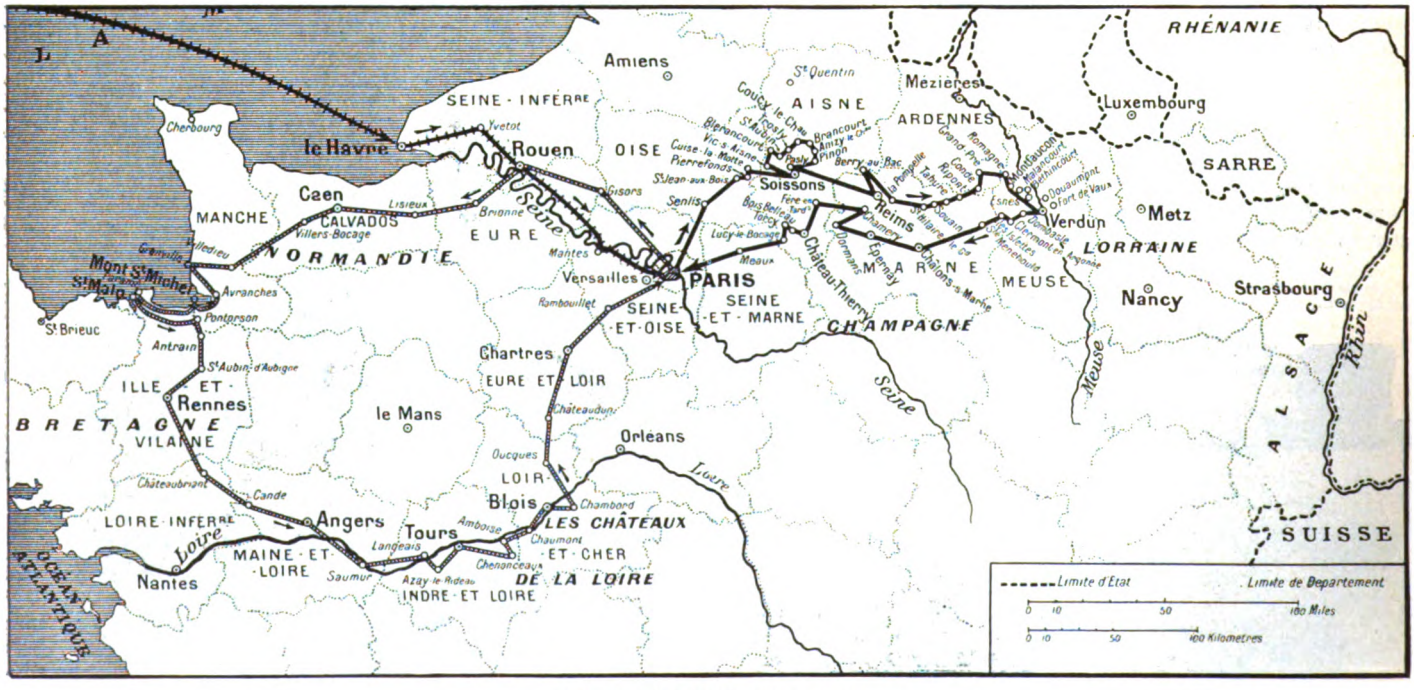
At Rouen we visited the Cathedral of Notre Dame, built in the twelfth century, the churches of Saint Ouen and Saint Maclou built in the sixteenth century, and the Monument of Joan of Arc. As history tells us, she was imprisoned in Rouen, in one of the castle towers, when she was captured by the English, tried as a witch, condemned to prison for life, and later burned at the stake, the execution taking place on May 30, 1431.

At the Hotel de Ville (city hall) we were received by the Mayor and welcomed to the City of Rouen. Madam de Lauzenne, a charming American woman, and the wife of Count de Lauzenne, a captain in the French army, was our director and chaperon. She translated the address of welcome and responded for the delegation. A beautiful bouquet was presented to the delegation by the Mayor. We visited the Palais de Justice (Palace of Justice) where court was in session. We were especially impressed with a beautiful carved wooden ceiling (a yard in depth) of the fifteenth century, in the Criminal Court Building.

An interesting experience was a stroll at night (after the curfew bell had rung!) through the oldest portion of Rouen, with a Dr. and Mrs. Brunon—the doctor, who is an authority on the ancient history of Rouen, pointing out to us the buildings and structures of special interest and giving us the history of each. We also visited their home, a house built in the fourteenth century, filled with rare curios. Especially interesting were the narrow, unlighted streets, barely a yard in width, walled in by ancient stone buildings—a rather fearsome place at night, when unattended. As you may recall, this is the city of William the Conqueror.

On the morning of the fifth we left Rouen on our way to Caen. As we drove toward the high river road, a workman in the street, recognizing our American flag and doubtless our mission, opening wide his arms, pointed to the city in the valley below, as if to say, "We welcome you to France." "Viva la France!" we called back to him, in acknowledgment of this touching, dignified tribute, as our car flashed by.

We arrived at Caen at noon and registered at the Hotel Angleterre. While at luncheon Madam de Jouvenel, Secretary



MAP OF THE GOOD WILL TOUR

Digitized by Google



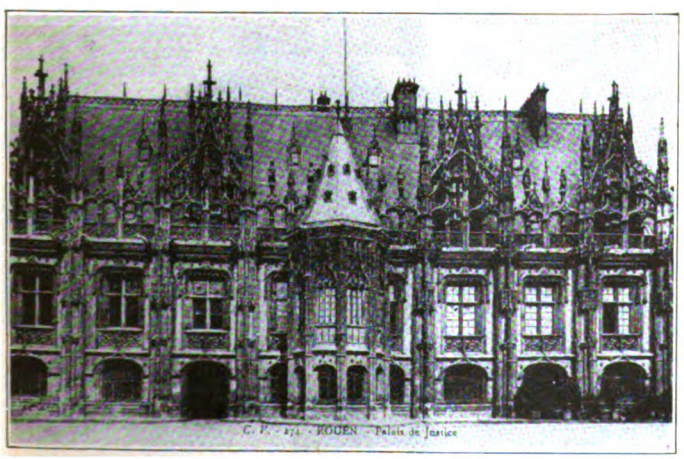
MISS ANNE MORGAN WITH A GROUP OF CHICAGO DELEGATES

General The Brienvenue Francaise (a society of French welcome founded in 1920 for the promotion of intellectual and social fellowship between nations and to encourage foreigners to visit France, placing at their disposal facilities not ordinarily available), called to welcome us, accompanied by two little boys (war orphans from the devastated regions), carrying a basket of wild flowers, which they had gathered that morning and made into bouquets for each member of the delegation. It was a touching, lovely tribute, and the little fellows seemed proud of their mission. They carried back to the orphanage to share with their associates some of our good American candy.

Of especial interest was our visit to the tombs of William the Conqueror and his wife, Queen Mathilde, in the abbeys, founded in the eleventh century, the year 1064. A drive about the city and a visit to the museum, where many exquisite laces were displayed, completed our stay in Caen.

Especially lovely was the hilly country between Caen and Granville, the roads lined with tall, shapely Lombardy poplars, with here and there attractive homes in the midst of beautiful gardens. The next stop in our journey, at the seaside town of Granville, where we lunched at the fashionable Hotel Normandy overlooking the bay, was on a fête day for the unveiling of a memorial to the heroes of the war. Everywhere flags were flying and the streets filled with uniformed men. A Frenchman came to our machine as we were leaving the hotel, and speaking with much emotion of the splendid work of the American women in France during and following the war, added that he desired to shake hands with one of the delegates*, and to extend to all the best wishes of the city of his heart. Continuing our trip, we stopped, en route to Mont Saint Michel, at the small town of Avranches, and there visited the Jardin des Plantes (Bishop's Garden). Toward dusk we arrived at Mont Saint Michel—one of the picturesque marvels of France and referred to by Dumazet as "the most sublime poem in stone ever raised by the hand of man." Mont Saint Michel was built in the eighth century on the slopes of a granite rock of conical form, the summit of which is occupied by the ancient abbey. During the last century this island was connected with the mainland by a government built road, diked on either side. The bay of Mont Saint Michel, which is about sixteen miles wide, is one of the natural curiosities of the country. At low tide the bay is a desert extending nearly eight miles seaward from the dry land. The tide rises with great rapidity (about as fast as a horse gallops) rushing over this vast expanse of sand. During the summer months this sandy beach or desert can be crossed in carriages drawn by two horses, in tandem, preceded by a guide, and from the balcony of our mountain-side inn we saw these gayly parasoled conveyances moving across this vast stretch of sand. We were willing to forego our evening meal to watch the incoming tide and the glorious sunset from the ramparts of this ancient fortress. We climbed

*Miss Rud was the delegate so honored.—A. B. R.



PALACE OF JUSTICE AT ROUEN

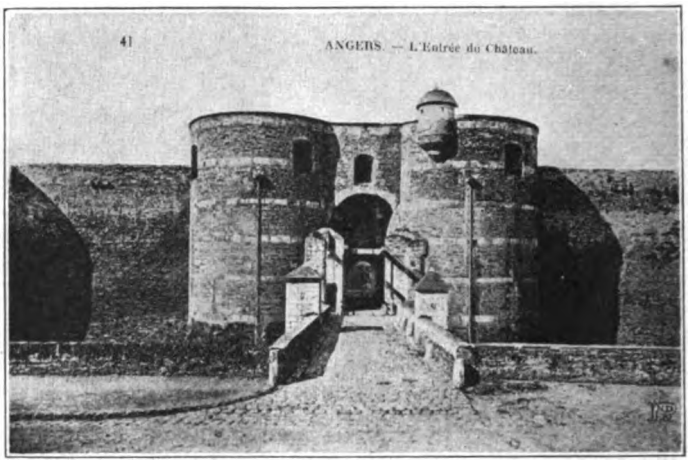


MISS ANNE MORGAN

Digitized by Google



PALACE OF JUSTICE AT RENNES



ENTRANCE TO THE CHATEAU AT ANGERS

154 steps, hewn out of the solid stone of this massive rock, to our candle-lighted "crow's nest." The following day on our visit to the abbey, with an experienced guide, we learned much of its ancient and interesting history. Of the many cathedrals we visited, all rich in historical interest, this was the most beautiful example of Gothic architecture. It is long since this abbey has been used as a place of worship. To-day about 700 people live in Mont Saint Michel, many of them in houses hewn out and built of native rock, most of them dating from the eleventh century. Innumerable souvenir shops and small cafés, contrived to attract the tourist, lined the narrow cobblestoned, terraced streets which encircle the rock.

Leaving Mont Saint Michel on the morning of the eighth in a driving rain (the first inclement weather we had experienced since leaving the States), we stopped at Saint Malo for a view of this beautiful beach from the ramparts of an old fortress. Saint Malo is built on an island of granite and is surrounded by ramparts. Most of the houses date from the seventeenth and eighteenth centuries. It is one of the most popular summer watering places in France, and a prosperous seaport.



MADEMOISELLE SIEGFRIED (WITHOUT HAT) CONDUCTED THE DELEGATES THROUGH CHAUTEAU LANGEAIS

From Saint Malo we drove to Saint Servan to the Chateau Briantais where we were received by the Count and Countess de Chambre and the mayor of Saint Servan. We were especially honored in being the guests of these delightful French people in their beautiful home. Their gracious welcome and charming hospitality will always remain a pleasant memory. The Count de Chambre spoke of the work of the American women in France, particularly in the devastated regions, and of the strong ties of affection between France and America. The mayor welcomed us to Saint Servan. His closing comment, "We of France love you, not only with our intelligence, but with our hearts," touched us deeply. Following a delightful stroll with the Count and Countess de Chambre through the lovely gardens and woods of the chateau overlooking the sea, we bade farewell to our host and hostess and departed for Rennes.

On our arrival at Rennes at three o'clock we registered at the Hotel de France, where we had lunch. We motored to the Palais de Justice, and were received by Chief Justice Ney, of the Province of Brittany, who conducted us on a tour through the building, pointing out the features of interest. Many of the rooms were unusually beautiful. The chief justice escorted us to the city hall, where we were welcomed by the mayor, Monsieur Janvier. As this building has been only recently restored, following a disastrous fire, many of the decorations were new. The reception hall, or ball room, was a fine example of French decorative art. The tapestries, comparatively modern, were unusually beautiful,—exquisite in texture, color and design. We were particularly impressed by the Memorial Room, recently dedicated to the soldier dead of that district. On the marble paneled walls the names were inscribed, and above these walls was a frieze of war scenes, showing the soldiers of the Allies. We especially noted the American soldier,—a splendid, determined figure. We were welcomed to the mayor's office, where champagne and cake were served.

On the following morning we continued our road through Chateaubriant to the Hotel Cheval Blanc (meaning "The Great White Horse") at Angers. While at luncheon we were amused to see "The Great White Horse," looking as sleepy and ancient



STRANGE DUG-OUT HOMES OF THE CAVE DWELLING PEASANTS NEAR LANGEAIS

Digitized by Google

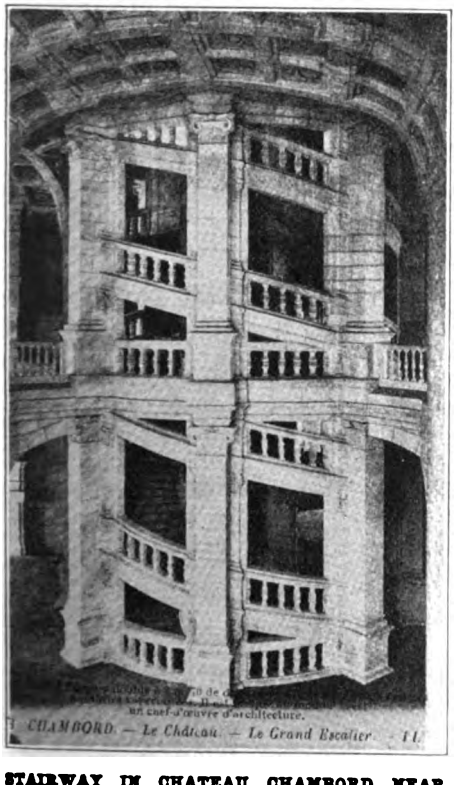
as the place itself, and drawing the *one* hotel bus, ambling through our courtyard dining room. We visited the Cathedral of Saint Maurice, built in the twelfth century, and later, the Palais de Justice and the famous museum, where many fine tapestries were displayed.

From the ramparts of Chateau Angers, an ancient fortress, we had a splendid view of this interesting old city, situated on the River Maine.



STATUE OF JOAN OF ARC SCULPTURED BY AN AMERICAN WOMAN

From Angers, on the morning of the tenth, we followed the Valley of the Loire, famous for its chateau, and toward noon arrived at Chateau Langeais, where we were cordially received by Mademoiselle Siegfried, who conducted us through the chateau. There is an interesting bit of history connected with this chateau. Mademoiselle Siegfried's father, when a young lad, had left his home in Langeais, for America, there to seek his fortune. In later years he, with Madam Siegfried, returned to the home of his youth, where he purchased and restored this fifteenth century feudal castle. With the assistance of a talented young architect and several distinguished archaeologists, they devoted twenty years to the accomplishment of this work, and when perfected it was presented by them to the Institute of France, they at the same time setting aside a sum of money for its perpetual preservation.



STAIRWAY IN CHATEAU CHAMBORD NEAR BLOIS

At Langeais Count De Roches d'Aiglun (ex-major of cavalry in the French Army) greeted Madam de Lauzenne, and through her, the delegation. He lunched with us in the garden of an inn, and later accompanied us to Chateau Langeais for a formal ceremony in the large, imposing drawing room, known as Anne of Brittany's room. A representative of the mayor made the address of welcome, followed by Mademoiselle Siegfried, who spoke with much feeling. A young French woman, standing beneath crossed American and French flags, sang the "Star Spangled Banner" in French, following it with "The Marsellaise." At the close of the ceremony beautiful flowers were presented to Madam de Lauzenne and the delegation. In a book of views of the chateau, presented to us by Mademoiselle Siegfried, she had inscribed this sentiment: "Communion is the democratic ideal of our sister nations." From a high point in the gardens we viewed the road over which so many of our American troops passed in entering the City of Langeais.

Along the country road for miles around Langeais we saw the strange, crude dug-out homes of the cave dwelling peasants, known as "troglodytes" (those who creep into holes). The hedges of enormous fern along the country roads of Brittany were quite unlike the boxwood hedge of Normandy, but beautiful. The prevailing style of architecture in the peasant home of Brittany differs entirely from the homes of Normandy. The entrance to the second story of these odd-looking houses was from a rather crude stone outside staircase on each side of the structure—giving it a strange appearance.

From Langeais we drove to Tours, the ancient capital of the Dukedom of Touraine, and visited the Hotel de Ville (city hall), where we were greeted by the mayor and his colleagues.

Among other interesting rooms in the Hotel de Ville was that of the "Marriage Hall"—beautiful and spacious, where the civil marriages are performed. Following an elaborate luncheon, the mayor addressed us, welcoming the delegation to Tours. From the Hotel de Ville we drove about the city and to Grand Hotel de L'Univers.

We left Tours, which is situated in the most beautiful part of inland France, on the morning of the eleventh, and on the road to Blois visited the Chateaux of Chenonceaux and Chaumont, the latter belonging to Catherine de Medicis. In the afternoon we made an excursion to Chateau Chambord, and returning to Blois, where we visited Chateau Blois, remained there for the night. This town was the home of Louis XII, Anne of Brittany Henry III and Catherine de Medicis. The chateau dominates the picturesque town, and nearly every step taken in the quaint, old streets, brings unexpected glimpses of the wonderful structure.

On leaving the chateau we visited the cathedral, and walked through the Bishop's Garden to view the splendid statue of Joan of Arc, sculptured by an American woman, and recently unveiled

Leaving Blois on the morning of the twelfth we made a brief stop at Chartres, and then on through lovely Rambouillet, the country residence of the president of France, to Paris, reaching the Hotel Moderne, Place de la Republique, about nine o'clock, weary and travel-stained.

On the following day, at a garden party at the home of Miss Morgan and Mrs. Dike (the latter, president of the American Committee for Devastated France), in Versailles (twelve miles from Paris), we had the pleasure of meeting Monsieur André Tardieu, honorary president of the American Committee, who spoke to us of the present plight of France and commented warmly on the part America had played in the great war.

On the morning of August 14 we were scheduled to leave Paris for our seven-day trip through the devastated regions.

(The story of the last part of the tour will be printed in the November issue of the BELL TELEPHONE NEWS.—Editor.)

Six Brothers in Telephone Work

SIX brothers, T. Barton Baird, Andrew P. Baird, Vernon A. Baird, W. B. Baird, W. H. Baird and J. K. Baird, work for the Cumberland (Bell) Telephone and Telegraph Company in Louisiana.

Digitized by Google

WE'VE REDISTRIBUTED 12,000 SHARES OF A. T. & T. STOCK

Late in the afternoon of September 20 employees of the Illinois Bell reached the 12,000-share quota set for them in the plan for redistributing American Telephone and Telegraph Company stock.

This is a surprising record. Under the plan to have every subscriber a stockholder it was expected employees in our territory would sell 12,000 shares between July 1 and January 1. Several things caused us to get a late start. It was not until August 4 that the re-sale plan got under way. Then we were in the midst of the vacation season and a Chicago transportation tie-up.

Up to August 19 only 1,933 shares had been sold. Then the names of prospects started to flow from all departments. Particularly active were the Commercial Department men. Things hummed until September 20 when our quota was reached.

Do You Recognize This Man?

MOST of us who perform our daily tasks in the main group of buildings at Chicago will recognize the accompanying picture. It shows Carmie Trimarco, news dealer in the Bell Telephone Building, in the Franklin Building and at the Wells Street and Franklin Street corners of Washington Street. Carmie sells the evening papers every day at these locations.

But it is not his activities as a newsboy that provoke our present interest; it is the fact that he has recently become one of the owners of our business—one of our bosses, as it were. He has subscribed for five shares of stock in the American Telephone and Telegraph Company under the plan for distributing stock to the public through the associated companies of the Bell System. The Chicago Commercial Department took the subscription. Carmie is one of several thousand people in Illinois and throughout the country who are investing in the telephone industry in this way.

Arrangements for payment in small installments have been made and the privilege of owning shares in the Bell System is open to anyone.

Carmie Trimarco is not the kind of person we would look upon as a capitalist. Every dollar he has saved he has earned. Born in the village of Senerchia, near Naples, Italy, he came to America with his parents in the steerage, when he was fifteen years of age. He received a common-school education in Italy and went to night school a short time in Chicago. Soon, however, he went to work alongside his father as a laborer on the tracks of the Chicago, Burlington and Quincy Railroad. Following the Italian custom he turned over all his earnings to his father and lived at home. Twelve years ago he decided that he wanted to go into business for himself. His father turned over to him $200 with which he bought the street stands he now operates. Since then he has made his own way and has saved money. Carmie says he wishes he had understood about the value of telephone stock sooner as he might have invested in it earlier when the price was lower than it is to-day. However, he is well satisfied with the deal at the present price and is going to buy more shares as soon as possible.



CARMIE TRIMARCO

Humboldt Operator Saves Boy from Drowning

(Miss Periolat's picture is printed on page 6.)

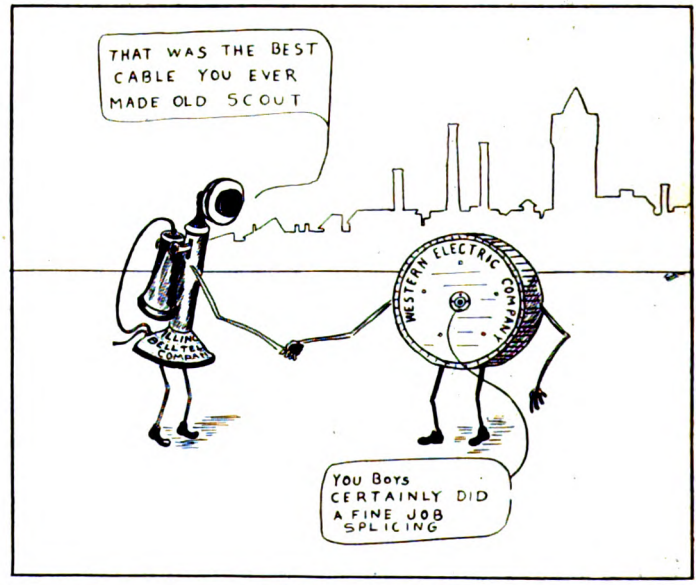
"WILL the fifteen-year-old boy, name unknown, whom Miss Teresa Periolat, 1329 North Hamlin avenue, rescued from drowning at Clarendon beach, return to say, 'Thank you.'"

When we read this in the *Chicago Daily Journal* we became interested, not that we know the boy, but the young lady mentioned is a day information operator at Humboldt Office. The *Journal* published a picture of Miss Periolat and went on to say:

"Miss Periolat, who had been swimming, was standing in an almost deserted spot on the beach when she caught sight of the boy struggling in the water about twenty-five feet beyond the lifeline. Without waiting to call for help, she jumped in, and, swimming toward the boy, reached him just as he was going down for the second time. Unassisted, she swam with the exhausted lad to the shore.

"'Oh, it wasn't hard,' she said deprecatingly to-day. 'He was so warn-out he couldn't struggle. The undertow was the only bad feature—I was almost swept out before I could get him over my arm. No, he didn't tell me his name. I laid him on the sand, and after a short rest he jumped up and ran away.'

"Miss Periolat is an information operator at the Humboldt Park Telephone Exchange. She makes her home with her mother, Mrs. Mary Periolat."



CONGRATULATIONS

There was much elatement in the south side cable splicing camp at Oakland Office on September 8 when the splicing work on a new 1212 pair cable was completed and all pairs were good. There were eight sections of cable, requiring seven splices. This is the first occasion where all pairs in a 1212 pair cable have been made good in Chicago. The Western Electric Company only guarantees 1200 good pairs, and usually several pairs are found defective when the cable is received from the factory. The W. E. Co. is credited with making a perfect cable and the fact that no pairs were made bad while splicing testifies to the quality of the work being done by our boys.

Digitized by Google

A REMARKABLE STORY OF THRIFT

Hammond Newsboy on the Road to Financial Independence as Result of Hard Work and Savings Habit

This unusual article on "Thrift" was written by A. M. Turner, President of the First National Bank, Hammond, Ind. It is printed with the expectation that some of the younger telephone folks may profit by its reading. Since the article was written, Mr. Fitzgerald has become an owner of American Telephone and Telegraph stock. He bought ten shares outright for cash and subscribed for sixty-five more on payments.

EDWIN P. FITZGERALD, the Hammond newsboy, will be twenty-one years old on March 17 next. His name and date of birth will give a hint of the nativity of his ancestors. He was born in Milwaukee, Wis., from which city he moved with his parents when nine years of age to Hammond, Ind. He at once entered school, from which he finished the eighth grade in his fourteenth year. At ten years of age he opened a savings account in the Lake County Savings and Trust Company and added continuously to the account from his earnings, selling newspapers and magazines before and after school, making, during his last school year, $2 per day, all of which went to his bank account except what he expended for clothing and other personal expenses.

Though urged to enter high school by his parents and teachers he decided to enter actively into the business he had so successfully started, becoming a full-fledged newsdealer.

His headquarters are located at the corner of State and Hohman streets, which he leaves well stocked with local, Chicago and Indianapolis dailies, also a supply of the *Saturday Evening Post* and other periodicals, unattended a good portion of the time, thereby showing his confidence in the public, which has never been betrayed. When not at his stand he is going about double quick time supplying his customers, boarding most of the trains and street cars, thus covering miles and miles of territory daily. For six years "Fitz," as he is commonly known, has worked on an average of fifteen hours a day and on Saturday he begins his labors at 4 a. m., working continuously till 2 a. m., Sunday. The only interruption to this busy program to which he treats himself is a two weeks' vacation during the summer.

The result of this energy and economy so persistently practiced by Edwin P. Fitzgerald, whom I dare say meets and greets more people than does any other man or boy in the city, is as amazing and remarkable as it is truthful, though his story sounds as though it might be highly colored fiction.

HIS ASSETS.

House and lot, 880 Erie street, which he occupies with his parents	$3,000.00
Money loaned at 7 per cent, secured by mortgage	3,500.00
Building and loan stock value	1,200.00
Cash in bank	700.00
Other assets	600.00
Grand total	$9,000.00

LIABILITIES—NONE.

Not one dollar of Ed. Fitzgerald's money came to him except as he worked for it. No speculative transactions have entered into his notable achievement. He is now selling practically unaided 2,000 papers daily and many magazines for which service he is making net $45 per week.

The days following the *Titanic* and *Eastland* disasters he cleared a total of $60.

Three years ago the *Saturday Evening Post* devoted a page to his picture and history of his remarkable success as a newsdealer. His busy young life is full of incidents, accumulated as he comes in contact with that vast army of Hammond citizens, who carry a dinner pail to and from their daily toil, as well as with those who ride in private cars and live lives of luxury and ease.

He is a bundle of information as to inquiries likely to be propounded on a busy corner, and no local policeman serves the public in this particular more than he. On one occasion a Lion Store delivery team was running away on Sibley street endangering life and property. Our newsboy dropped his papers, stopped the team, and without waiting for favorable comment he in a moment's time had boarded an incoming Lake Shore train singing his familiar song, "Morning papers, papers."

Another incident, for the truthfulness of which we will not vouch: On one of his annual vacation trips to a Michigan resort he was joined by a number of local boys of his age from the banks, stores and factories. On reaching their destination they were attracted by the beauty and skill of a daughter of wealth, who, well poised on her saddle horse, appeared at splendid advantage. At first she seemed disinclined to return the friendly glances showered upon her by the Hammond boys, but there was one boy in that party, a strong advocate of preparedness, who had in his jeans the price to hire a saddle horse, and it soon came to pass as the daughter of wealth and the Hammond newsboy galloped hours away together o'er the enchanted roadways that his envious social superiors, when at home, had nothing to do but indulge in the usual comment, "It takes money to make the mare go."

Though often referred to as a "tight wad" by that class of boys who regard proficiency in spending money recklessly more manly than saving money wisely, he remains firm in the conviction that time will prove his wisdom and their folly.

The story of Edwin P. Fitzgerald's life, admittedly an abnormal one, is written and circulated for a dual purpose.

FIRST: To show what an unaided Hammond boy has accomplished in the application of his great physical strength with his adaptability for making and saving money.

SECOND: To convince those of their error who are prone to believe that most men who accumulate money have procured the same through special privileges or by other unfair or improper methods.

In most instances wealth accumulations are but natural compensations for the brand of energy, economy and business tact so pronounced in the record of E. P. Fitzgerald has made for himself. His experience is a rare one so far as concerns the amount of his accumulations and it would not be wise to hold out to the average boy that he could equal this unusual record, but we do believe that the average boy under normal conditions can by his own efforts make and save $500 before he arrives at his majority and while thus engaged that he will acquire a training and a habit which will greatly enhance his prospects for future independence.



EDWIN P. FITZGERALD

All of the nine directors of the first National Bank of Hammond are looked upon in this community as men of substantial financial worth; though as fortunes now go they might not be so regarded in larger and older communi-

Digitized by Google

ties. Yet it is safe to say, though all of them accumulated some money by their own efforts in their youth, that their combined worth at twenty-one years of age would hardly equal the Hammond newsboy's wealth of to-day; but being familiar with the early struggles and sacrifices of Carl Kaufman, W. C. Belman, Otto Knoerzer, John E. Fitzgerald, Frank S. Betz, Frank Deming, Peter W. Meyn, John N. Beckman and A. M. Turner we know that their financial success can be largely credited to the habits of thrift and economy acquired in their youth.

E. P. Fitzgerald's future largely rests with himself. Whether he has devoted too much of his great energy towards money getting at the expense of a well-rounded character remains to be seen, but this is in his favor. If idleness alone begets mischief, he will not acquire the latter, for he is a stranger to the former. His life is a reproach to the boy or man who says he cannot get ahead in the world and then revels in the ever-present alleged luxuries, wastes his time and wastes his money and then blames his sorry fate to conditions, of which he is the sole architect and builder.

MORAL: It pays to work while young. It pays to save a portion of your earnings. It pays to associate yourself with a good bank and become acquainted with the officers.

Newspaper Uses Station-to-Station Service

REDUCTION in telephone toll bills by approximately twenty-five per cent has resulted under a plan adopted by the Springfield (Ohio) *Daily News* whereby "station-to-station" calls are used by correspondents in telephoning stories. Not only, however, has the saving been in dollars and cents, but there has also resulted considerable saving in time between the filing of a call and the completed connection.

Instead of having calls reversed by the correspondents, all stories are sent "paid." The correspondent simply calls the telephone number of the editorial department and when the connection is made, gives his story. Under the plan of making calls for the "state editor" and reversing the message, the "person-to-person" rate, which is considerably higher than the "station-to-station" rate, especially during the night, applied. To get the "station-to-station" rate, it is necessary for the correspondents to send the message prepaid, or charged to their own telephones at the sending end, and to ask for the telephone number only, or else "anyone at *The Daily News* editorial department."

Speed is secured because under the "station-to-station" plan, the calling operator gets the receiver operator and asks for the number wanted. As soon as someone answers the 'phone, at the receiving end, the charge begins.

Under the "person-to-person" plan, the calling operator must first call "long distance" and give the details of the call. The operator at the receiving point then gets in communication with the person wanted and finds out whether the call will be accepted. If so, then it is necessary to hook up the connection once more and take the time necessary to get the calling party back on the line, the receiving party meanwhile waiting.

Under the new plan, the *Daily News* correspondents are billed each month by their own 'phone company. These bills are then transmitted to the *News*, audited and paid. This plan also provides a check on calls and discloses any wrong usage of the toll privilege.—*Editor and Publisher.*



Miss Violet Protis of the Chicago Commercial Department at Forest Beach Camp, Mich., where she spent her vacation.

Mrs. Lillian Gardner, clerk in the A. T. & T. stock section of the Auditor of Disbursement's Office. Mrs. Gardner was Miss Schroeder.

Second from the left is Miss Gertrude Casey of the Chicago Commercial Department, in Yellowstone Park.

A daily incident during Miss Florence Donnelly's trip to the coast. Miss Donnelly is in the Chicago Commercial Department.

Digitized by Google

A NEW TYPE OF HIGH POWER VACUUM TUBE

By R. W. King, American Telephone & Telegraph Company

THERE is an old saying to the effect that success in little things leads to success in big things. The author of this maxim probably wanted to express the fact that a little job well done prepares the way for the doing of a big job.

It is not exactly this kind of a situation that we shall consider here but the old saying seems, in a sense, applicable. Here is a case in which the successful development of a very small piece of apparatus paved the way for the successful development of a very large piece. To the uninitiated there may seem to be little connection between the tiny switchboard lamps which flicker on the modern telephone switchboard and a vacuum tube (using this term in the sense in which it is applied to telephone repeater tubes) which requires a 250-horsepower engine and electrical generator of corresponding size to keep it supplied with electrical energy. As every telephone employee knows, the switchboard lamp is scarcely as big as a peanut while the large vacuum tube, which in a way is its descendant, many generations removed, is about three feet long and four to six inches in diameter.

Now a word as to what this enormous vacuum tube does. Its principle of operation, from an electrical point of view, is identical with that of the telephone repeater tube. It can therefore be used to generate high frequency oscillations, to detect them and to modulate them as repeater tubes are called upon to do in carrier telephone and telegraph sets. The large tube may also be used as an amplifier. The difference between the large and small tubes therefore lies in their different electrical capacities and not in difference of principle. When used as an oscillator to generate high frequency electrical oscillations the big tube is capable of an output of fully 100 kilowatts. Just what this means can be gathered from a comparison with the oscillating tube in a carrier set. The latter, under normal conditions, might be capable of developing one watt of high frequency energy. In figures then, the large tube is 100,000 times as powerful as the small.

Needless to say, these new tubes will not be used in carrier sets and as telephone repeaters. However, there are various important uses in sight for them, particularly in connection with radio telegraphy and telephony, and to these we shall return later.

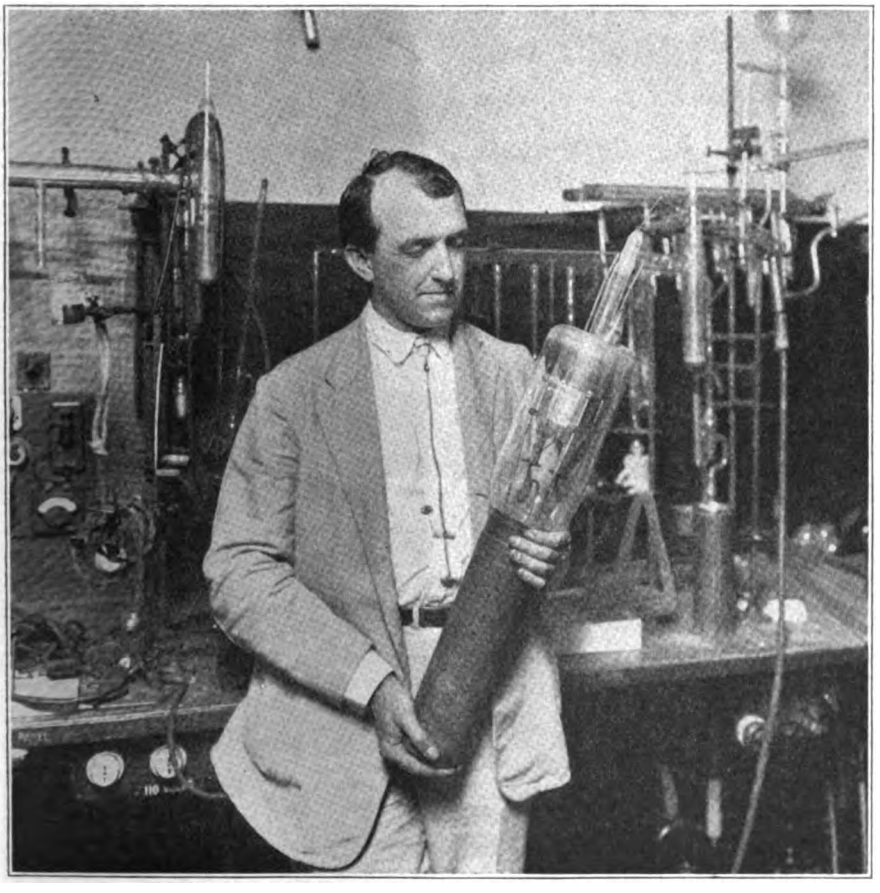
Let us look for a moment at the sequence of events which has caused the switchboard lamp to give rise to such enormous progeny. Several years ago W. G. Houskeeper, of the Bell System Research Laboratory at the Western Electric Company in New York City, became interested in cheapening the manufacture of switchboard lamps. One of the things he aimed to accomplish was the elimination of platinum wire which was being used for the leads to bring the filament heating current through the glass wall of the lamp. His study showed him that copper wire possessed one of the requirements necessary to a vacuum tube seal when fused through glass. This requirement is that the molten glass "wet" or adhere closely to the wire. Another requirement of course is that the wire should not cause the glass to crack upon cooling. Now platinum and glass contact about equally upon cooling and the glass is not strained sufficiently to crack. Copper and glass, however, have quite different coefficients of expansion with regard to temperature, and Mr. Houskeeper found, after many trials, that only by giving the copper wire a peculiar cross-sectional shape could he prevent cracking.



100 K.W. WATER COOLED VACUUM TUBE-ASSEMBLY

His success with the very fine copper wires which he was using as leads for his experimental switchboard lamps led him to study other and bigger types of seals between glass and copper. Prolonged study led him to bring some of these to enormous sizes compared to seals which had previously been made.

It was about this time that it became apparent to the Bell System engineers, who were interested in the development of radio apparatus, that vacuum tubes of very much greater capacity than those which had ever been used would find applications in future. One of the major problems connected with the building of a successful high power vacuum tube has to do with the removal of the heat generated in the tube during operation. In the small tube the removal of this heat can be taken care of by radiation. But experiments showed that, with present known methods of construction and using a glass bulb as container, a radiation cooled tube could not handle more than one kilowatt or possibly two. This fact indicated that the desired solution of the high power tube would involve some auxiliary means of cooling, as by a circulating stream of water. To employ water cooling successfully requires that those metal parts that are most subjected to heating (the plate or anode) should come directly in



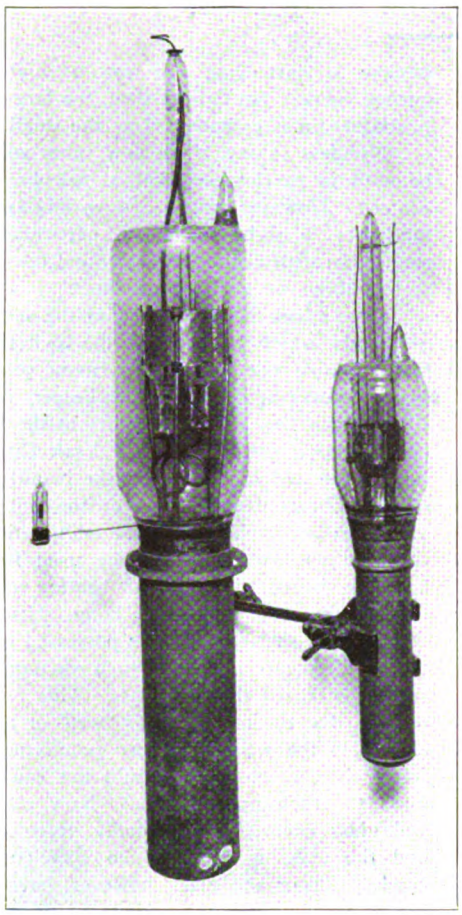
W. G. HOUSKEEPER OF THE BELL SYSTEM RESEARCH LABORATORY WITH HIS 100 K.W. WATER COOLED TUBE

Digitized by Google

contact with the cooling water.

In the early experiments in the research laboratory various types of water cooled tubes were tested The most promising of these involved the use of a small platinum tube as annode. This tube was closed at one end and opened at the other to admit the stream of cooling water, the grid and filament being placed outside of the tube and concentric with it.

After a thorough investigation of the platinum anode tube the engineers turned to the large copper seals as a possible key to the making of high power tubes and Mr. Houskeeper's experience with these seals qualified him to take part in this phase of development. As a result of many experiments a tube designed successfully involving copper seals has been worked out and is quite clearly illustrated by the accompanying photographs. The plate, instead of being supported within a glass bulb, in the new tube takes the form of a large copper thimble with thin walls. This is attached by a vacuum tight seal to a glass structure which supports the filament and grid and through which the lead wires are carried. As shown in the picture the filament lies within the cylindrical grid and this whole structure is placed within the copper anode and concentric with it. The cooling water is circulated around the outside of the anode and does not enter the evacuated space within. It is, of course, necessary that the anode be very free of minute holes which would tend to admit air or water vapor, a requirement which had led to the drawing of anodes from a single disk of copper.



EXTREMES IN VACUUM TUBES

In the center the 100 k.w. water cooled tube—on the right, the 10 k.w. water cooled tube, and on the left the little "peanut" tube (Type N), whose filament can be lighted with a single dry cell. The filament heating current of the 100 k.w. tube is 91 amperes.

At present the new water-cooled tubes are being constructed in two sizes, the large one already mentioned which is capable of delivering 100 kilowatts and a small one whose capacity is ten kilowatts. One of the accompanying illustrations shows these two tubes side by side, and for the sake of comparison a third vacuum tube has been included which is the smallest one being manufactured and which is popularly known as the "peanut tube."

A few figures in regard to the 100-kilowatt tube may be of interest. The anode is fourteen inches long and 3.5 inches in diameter. The filament is of tungsten wire and is .060 of an inch in diameter and is 63.5 inches long. The current required to heat the filament is ninety-one amperes and the power consumed in it is six kilowatts. The filament leads are of copper wire one-eighth of an inch in diameter and are sealed through the glass wall by means of a special disk seal. To those who are at all familiar with glass blowing, it will be apparent that the handling of the parts of this tube during manufacture presents a task of no mean magnitude and numerous fixtures have been devised to assist in the work.

The significance of this tube development to the radio art can scarcely be overestimated. It makes available tubes in units so large that only a very few would be necessary to operate even the largest radio stations now extant with all the attendant flexibility of action which accompanies the use of the vacuum tube.

From the standpoint of radio telephony, the development of these high power tubes makes possible the use of very much greater amounts of power than have ever been really available before. The 100-kilowatt tube by no means represents the largest made possible by the present development. There is no doubt that if the demand should occur for tubes capable of handling much larger amounts of power they could be constructed along these same lines.

So many ways, so many creeds, so many paths that wind and wind.

When just the art of being kind is all this sad world needs.

Red Cross Annual Roll Call

THE annual roll call of the American Red Cross, in which its membership is renewed from year to year, will take place in the period between Armistice Day, November 11, and Thanksgiving Day. This is the only appeal that the national organization makes during the year; and is for the purpose of maintaining its membership at such a point as will enable it to perform those duties which are placed upon it by Congress.



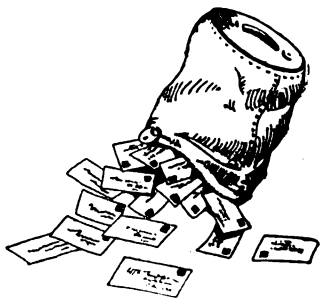
THE RED CROSS ANNUAL ROLL CALL

In the picture above the American Red Cross again calls attention to the annual roll call for new members and renewals of memberships in this greatest humanitarian organization in all the world.

Digitized by Google



IN THE MAIL BAG THIS MONTH



Letters from Many Subscribers Commend Service

"One is commended, and, unseen, he is loved."

SERVICE rendered by Mrs. Bernice Fritz, operator at Rockford, brought the following letter to James H. Corcoran, District Commercial Manager, from L. H. Fredericks, city editor of the Rockford *Morning Star*:

> In obtaining a story in which we experienced considerable difficulty in locating anyone who could give us facts concerning it, an operator in the local exchange, who said her number was 188, gave us courteous and invaluable assistance of so extraordinary nature that I am sure you would wish to know of it.
>
> Kindly convey the appreciation of The Morning Star to this young woman, and also accept our congratulations yourself, as we know such service can only be the result of an organization headed by an efficient executive.
>
> Although we are accustomed to getting very fine service from the young women at the telephone exchange, which we hereby acknowledge, this was a case in which the operator went to considerable personal trouble to assist us, and it was through her efforts that we were able to get the story, which otherwise we might have failed to get in time for the next edition.
>
> We are very glad to make mention of such a pleasant occurrence and trust it will take the sting out of some of the kicks which fall too often to the lot of any person trying to serve the public.

B. S. Pearsall, president of the B. S. Pearsall Butter Company, sent this letter to our Elgin office:

> If you will give me the name and address of the young lady who was thoughtful enough to call my home, 144, at four o'clock this morning, stating an alarm had been turned in at our plant, I would like to send, any time she may want it, all the ice cream she and her invited friends, if she wishes, will eat.
>
> I certainly appreciate the act and while her message was very startling, it was given in a very prompt, concise and unusually pleasant way.

Mr. Pearsall's letter was prompted by a call he received from Miss Alice Foster, Elgin night chief operator, when fire was reported in the butter company's plant early in the morning of September 2.

President Abbott received the following letter from Lieutenant-Colonel Nelson Morris:

> Upon completion of a tour of duty as Commanding officer of the detachment, 132nd Infantry, I desire to compliment most highly your Messrs. White and Pepper in Joliet. Their cooperation during the entire tour of duty there was most valuable and particularly the wonderful cooperation we received, the first afternoon we arrived, when it was necessary to act quickly in order to restore peace promptly, was invaluable.

Lon J. Jester, manager at Cairo, received the following comment on toll service from Robert Goldsmith of the Cairo Hide & Fur Company:

> About 7:45 this morning we put in a person-to-person call for Milwaukee, Wisconsin, which was completed in less than four minutes. After talking to Milwaukee, we put in a person-to-person call for Sioux City, Iowa, and this was completed in less than three minutes.
>
> This is just for your information: "rather poor" service, I think.
>
> Along this line, also wish to compliment your office here, especially on one call some time in April this year. One morning about 8:30, I put in a call for my wife in St. Louis, and in less actual time than one minute I was talking to her. When the 'phone rang I hardly believed that it was possible that the call could have been completed. Really do not remember the date as I was calling her quite frequently at that time, in fact had been talking almost every day and your operators here had gotten so they knew the number I wanted in St. Louis before I finished giving it to them. This call was a station-to-station call, and if anything has been sent through faster I would like to know it.

Miss Janet Putnam's handling of a routine request to have a telephone instrument replaced resulted in the following letter being received by the company:

> I just finished a conversation about 2:30 p. m., which I really feel I must bring to the attention of the proper authorities. Your operator at OFFicial 9100 was so very lovely and businesslike and I felt, after talking with her that my 'phone service was perfect (almost) just because of the wonderful way in which she handled my complaint, inquiry and request for a new instrument.

Miss Putnam is an operator at the 9100 board in the Chicago Commercial Department.

Charles Walker, foreman in Wilson Company's printing department, Chicago, sent this letter:

> I wish to compliment the telephone company for having such efficient help.
>
> The above refers to Miss Josephine Mooney of the Wabash exchange, who looked up Wilson & Co.'s Printing department and telephoned me to come home immediately on account of sickness at home and the sudden drowning of my wife's two sisters.
>
> We certainly wish to thank Miss Mooney and the telephone company for the kindness shown.

Misses Alvina O'Neill and Edna Mittman and Mrs. Pearl Vogel, operators at Main office, Chicago, are credited with giving service that brought the following letter from I. R. Tucker of Tucker & Kokenes, Chicago food selling agents:

> For the past month we have been getting exceptionally fine service on our two Main telephones, especially on 1386.
>
> Previous to this time the service had not been so good, and now that a decided improvement has been made, we cannot refrain from complimenting the operators of this exchange for the wonderful service and express our wish that this will continue.

C. K. Dunn, District Traffic Manager at Rogers Park office, Chicago, received this letter referring to service given by Mrs. Marjorie Sullivan:

> My I call your personal attention to Operator 6600. She was on duty last night at 10:45 o'clock and her manner and attention was unusually courteous and prompt. She gave me service which was A No. 1. I was calling the Yellow Cab Company, and although their lines were very busy, her manner in getting them for me was untiring.

The letter was signed by Mrs. C. A. Seiffe, 2072 Lunt avenue, ROGers Park 4549.

An unusual expression of satisfaction with telephone service came from Clarence Hughes, 5756 Kenmore avenue, Chicago. During the transportation tie-up Mr. Hughes called Edgewater office and offered to furnish free transportation to the operators. Later when talking to C. K. Dunn, District Traffic Manager, he said his offer was prompted by the pleasant dealings he had had with the Bell System in the last twenty years. Mr. Hughes said he had been a subscriber of some Bell company that long and at no time has he had cause to complain of the treatment received at the hands of telephone employees.

Digitized by Google

PERSONS AND PLACES IN WOODSTOCK



Woodstock's telephone office is on the second floor of this building.



Operators, left to right—Misses Louise De Croix, Maud Ryan, Della Brown and Florence Propst.



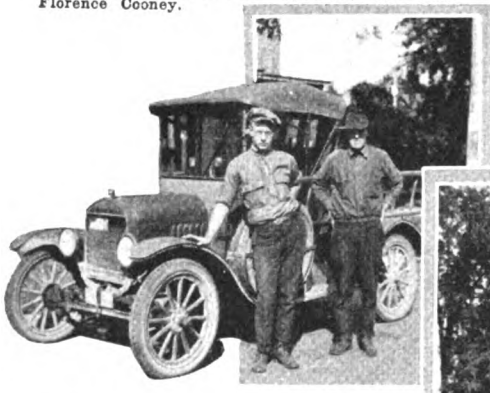
Left to right—Miss Ethel McGee, Miss Mabel Gallagher, assistant chief operator, and Miss Florence Cooney.



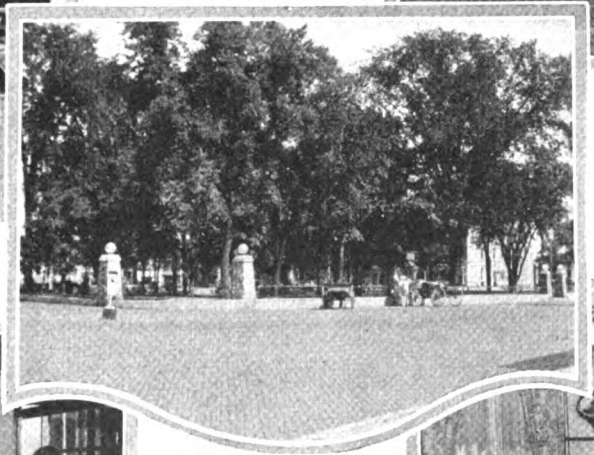
Woodstock business district.



New high school building in Woodstock.



W. C. Turner and F. W. Brewer, plant men.



The public square.



Misses Ruth Cleary, cashier (at counter) and Pearl Dickens, clerk, in the Commercial Office.



Rest room in which Woodstock telephone girls take pride.

Digitized by Google

WOODSTOCK ENJOYS STEADY GROWTH

County Seat of McHenry County Is Home of Two Well-known Typewriting Machines

WOODSTOCK started out very young, in fact it was just a stage-coach terminal on the blazed road between Chicago and Madison, Wis. This was in the early thirties and before the west half of Lake County had been split off to form the county of McHenry.



MISS MABEL KEMLER
Chief Operator at Woodstock.

The town did not at first answer to the name of Woodstock but was called Centerville on account of its being located at the geographical center of the newly formed county.

Now, in 1844, when the settlement had reached the point where streets were needed to replace the paths and lanes, who should be the man to lay out the town? None other than Alvin Judd, the grandfather of our own Everett Judd who was for many years the manager of the Woodstock Exchange. Alvin Judd was also the first mayor of Woodstock.

The name Woodstock was adopted from the city of the same name in the State of Vermont, which was the birthplace and home of Joel Johnson, one of the early settlers who was instrumental in securing the passage of a bill in the state legislature incorporating the village and at the same time changing its name to that which it now bears.

The first county seat was at McHenry, but as McHenry was situated near the eastern border of the county, the farmers of the western and central portions protested at the long drives necessary to reach it for the transacation of business and this ultimately resulted in moving the county seat to Woodstock. Remember this was in the days of bottomless mud roads and plow-horses, when a trip across the county meant a day's travel each way.

To refer again to dates this was in 1848 and some of the oldest inhabitants claim to remember the event and when asked about it very knowingly wink and smile as they say that the establishment of the county seat at Woodstock was celebrated in the wettest of style.

This, however, whether true or not, is ancient history and has nothing to do with the fact that Woodstock has grown to importance in many ways, not only as a rich farming center, with its cattle on a thousand hills, but has developed into quite a manufacturing town, as evidenced by several factories, including two typewriter manufacturies—the Oliver and the Woodstock—each producing annually thousands of machines of well known models used the country over.

The city of Woodstock has four substantial banks to help transact the financial business of the district and three newspapers; one a daily and two weeklies of which the town may be justly proud. The daily is the oldest paper in the county and the editor says that it is like the telephone business—"there to stay."

A story of Woodstock however short would be incomplete did it not mention the establishment of the Todd Seminary, a widely-known and steadily growing school for boys.

The telephone office of the town is for the present located in rented quarters and its appointments are of the best and arranged as nicely as possible for the convenience of the force and the despatch of business.



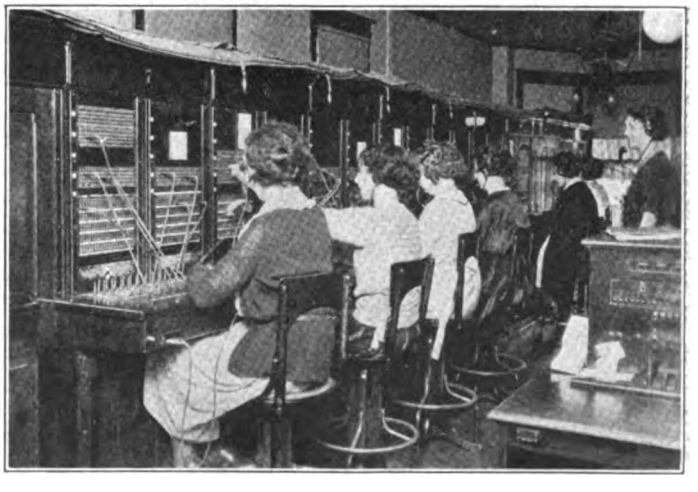
FRED SCHULTE
Wire Chief at Woodstock.

Local and long-distance traffic has been growing rapidly and steadily. This applies particularly to the sale of the grains, stock and other farm products. The up-to-date farmer which is the correct description of McHenry county farmers, having found that the use of the long-distance telephone has kept him in touch with the varying moods of the market, thus enabling him to sell to advantage.

In taking pictures about town in order to give those who have not had the opportunity of visiting Woodstock, some kind of a camera impression of the city we could not pick the most beautiful residences unless we picked them individually, because at this time of the year the foliage is so heavy that the vistas show little but trees, the residences seeming to emerge from the shadows as one walks along the street, and so it is that our pictures fail to render justice to the beauty of the town.

In trying to photograph the operators the camera man reports a serious disappointment in not being able to include Miss Elsie Peters. Elsie was not there! Gone never to return! at least not as Miss Peters because only the day before, Elsie asked for a few days off, and no one suspecting but the happy man and a few who had been sworn to secrecy, Elsie legally changed her name to Mrs. Jacobs.

Woodstock came very nearly having the unique distinction of being the first suburban town to have its picture taken from the clouds and shown in the BELL TELEPHONE NEWS. In casting around town for suitable and characteristic views we ran across a regular biplane owned and operated by one of the young men of town. Here was a chance for a regular newspaper "scoop." The photographer said he was game and would make the flight but on reaching the flier, it was seen to be partially dismantled.



OPERATING ROOM, WOODSTOCK, ILL.

Digitized by Google

WHAT SOME CHICAGO TELEPHONE FOLKS DID LAST MONTH



Mr. and Mrs. Arthur Irwin. Mrs. Irwin was formerly Miss Lillian Schoenenberg, supervisor at Wabash.



Girls of the Chicago Revenue Accounting Department, on the roof of the Bell Telephone Building.



Main girls enjoying a rest at Warrenville.



A. W. Leonard, District Traffic Manager at the Lake View annual picnic.



Mrs. M. T. Fowler of the Operators' Training Department, with her husband and daughter



Merrill McGee (right), chief test man, Main Office, holding one of the catches he made recently.





(Above) Edward St. John, left, and O. E. Shewey, Maintenance men, and one of the big fellows they landed

(Below) Misses Lee Prigg, Mary Freeman, Catherine Cushing, Helen Reinch and Vivian Shiffer of Rogers Park.



(Above) Girls of the Lake View Office, as they appeared at their annual summer picnic recently.

(Left) Mrs. Albert Eynon of the Operators' Training Department, who was formerly Mae Cummings. Surrounding her are, left to right—Miss Grund, Miss Finch, sitting; Mrs. Walter, Mrs. McDonald, Miss Rietz, Miss Graham and Miss Thompson, standing.



Digitized by Google

IMPROVING OUR RELATIONS WITH THE PUBLIC

Telephone Exhibit at Pageant of Progress Interests Many Thousands of Persons

MORE than 113,500 persons visited the telephone exhibit at the Pageant of Progress held on Chicago's Municipal Pier from July 29 to August 20. While the general attendance at the Pageant was not as large as the previous year, the location and attractiveness of the telephone booth were the means of interesting a vast number and thereby bettering public relations.

Our exhibit occupied 800 square feet in the center of the north wing of the pier. Its location was particularly desirable because there were aisles on all four sides of our space.

Two large maps were centered on the north and south sides of our space. One of these showed the locations of Chicago, Milwaukee, New York, St. Louis and Los Angeles, in connection with which the factors involved in making a long distance call were demonstrated by girls from the Long Lines and Toll offices. The demonstrators operated switches illuminating transparencies showing the calling subscriber, the "A" operator, the recording operator, etc., at the various cities as they explained the steps in the course of the call. There was also a calculagraph and an attendent who explained the method of timing toll calls.

Upon the other map was illustrated the path of a call from Havana, Cuba, to Catalina Island off the coast of California. Small lamps represented switching and repeater stations and were lighted in proper sequence to indicate the route of the call.

Girls from the Traffic Department explained the handling of city calls at the east and west ends of our space. At each end there were demonstrating sections of "A" and "B" boards working together and representing an exchange. One nickel service line and one measured service line were connected to each "A" section and each of these lines connected to a multiple jack in the "B" section so that a call could be originated from a nickel telephone and completed on a measured service line, or vice versa. Each step in the handling of a call was carefully explained from the time the calling party removed the receiver from the hook until the cords were removed from the jacks upon receipt of the disconnect signal at the completion of the conversation.

The south side of our exhibit was devoted to demonstrations by the Plant Department. Principal among the attractions were one unit of repair cabinet and one unit of No. 12 test desk. The test position was cut in as a working auxiliary unit to the Superior desk having a test cord and call circuit to Superior "B" board position 10. This made it possible to test trouble on the pier. This was done after 5 p. m., being facilitated by a complete duplicate repair card file of all lines working on the pier. This arrangement also made it possible to give demonstrations of the hidden operations of the coin collectors with explanations why care should be taken in depositing only perfect coins and tokens. On a small table beside the test desk were mounted a 7-J and 50-A coin collector. Four-party selective ringing also was explained.

Commercial men were in attendance at all hours interviewing visitors, answering questions and handling the few complaints voiced. Cases of trouble that could not be cleared at the time were recorded on Pink Tickets and sent through regular channels. More than 150,000 booklets containing information about various phases of the business were given to visitors.

The exhibit was developed and supervised by the following working committee: A. P. Hyatt, Supervisor of Central Office Equipment; C. E. Logue, Commercial Representative; Howard Church, District Traffic Superintendent, Long Lines; C. H. Vial, Supervisor of P.B.X. and Pay Stations, Division No. 2; and R. F. Wright, Supervisor of P.B.X. and Pay Stations, Division No. 1.

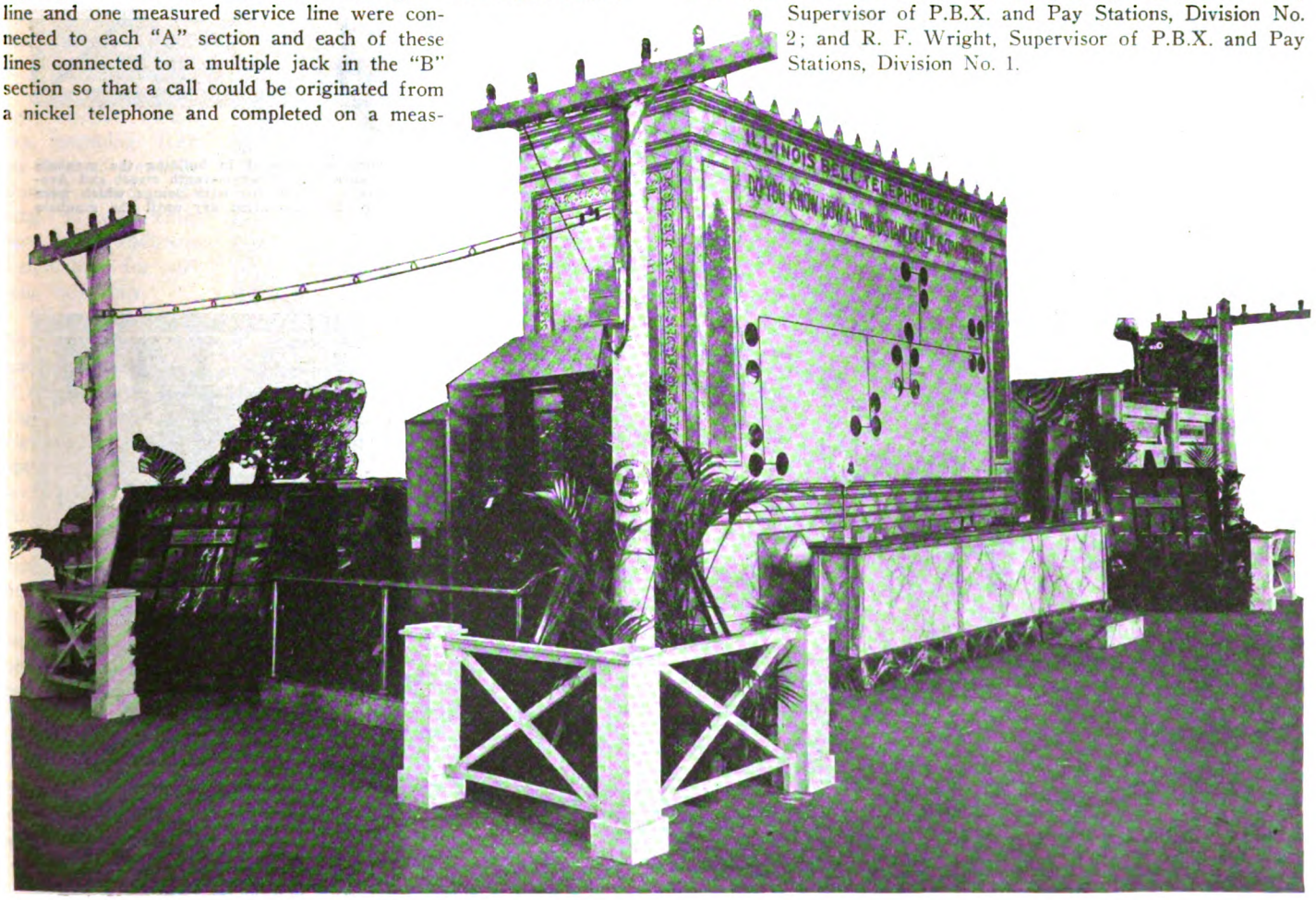
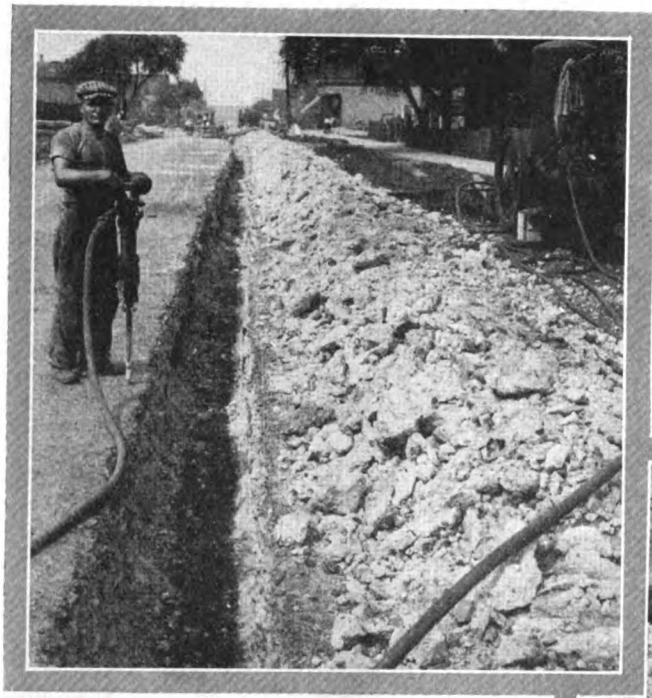


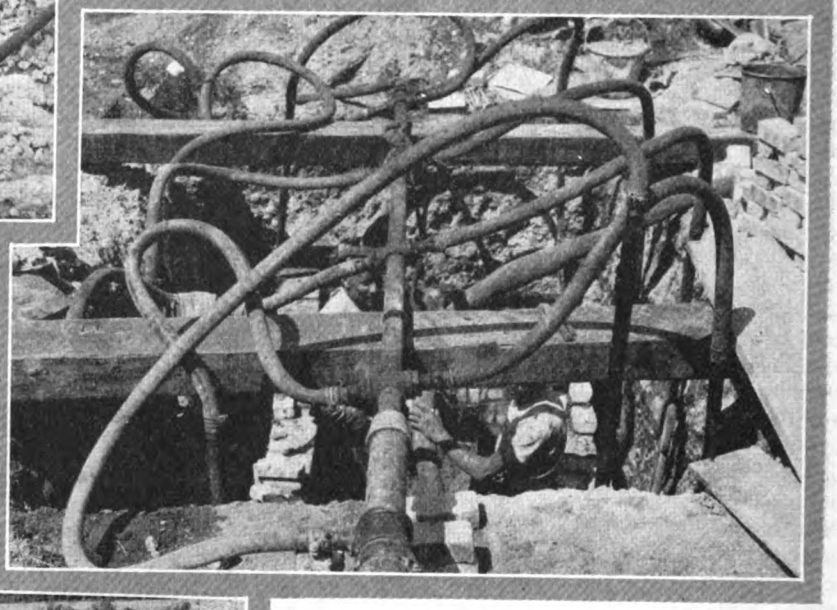
EXHIBIT OF THE ILLINOIS BELL TELEPHONE COMPANY AT THE PAGEANT OF PROGRESS IN CHICAGO

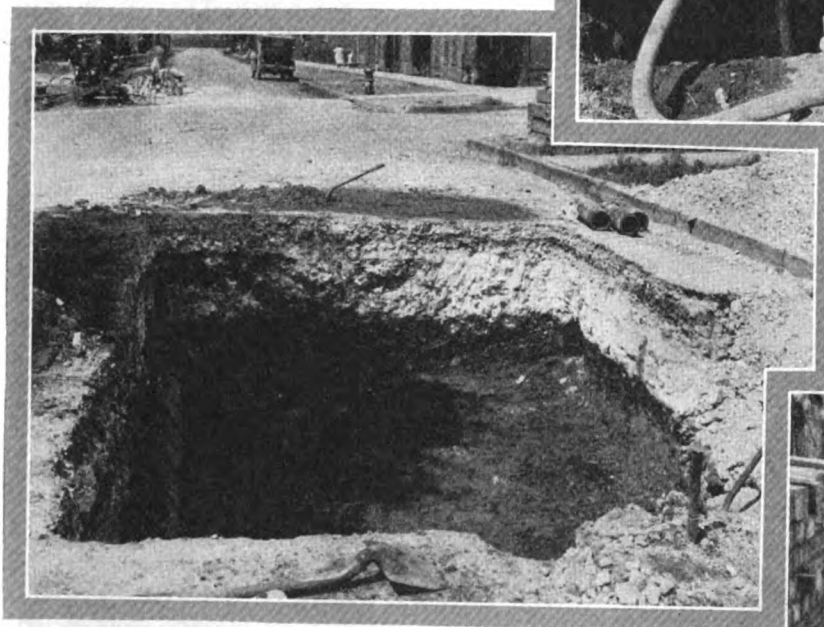
Digitized by Google

DIFFICULT CONDUIT CONSTRUCTION JOB IN SOUTH CHICAGO

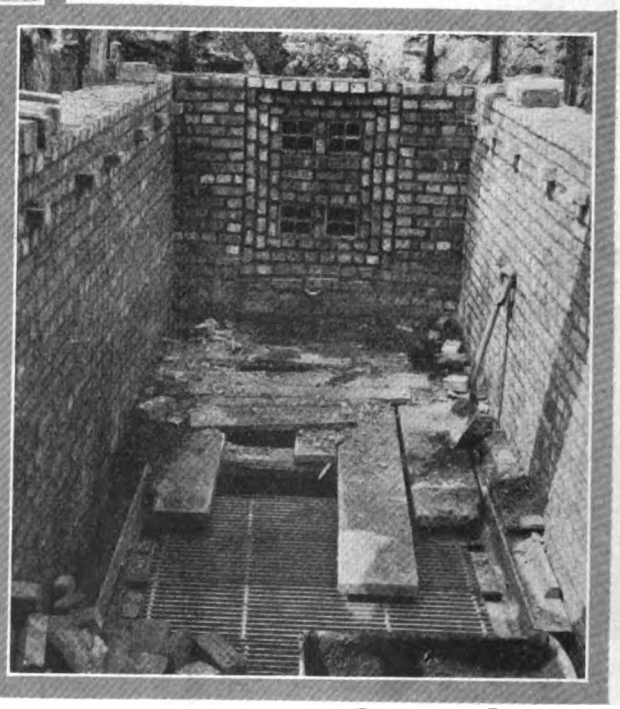


(Above) Looking north on Avenue N, north of Ninety-seventh street. The debris shown on the right is part of the thirty-six inch slag foundation which could be removed from under the road only by the use of air hammers and chisels. This slag, which, when laid, had been saturated with water and rolled, was found to be much more difficult to remove than concrete.





(Above) Difficulty encountered in building the manhole at the northwest corner of Ninety-seventh street and Avenue N. The hoses are connected with pumps which were necessary to keep the excavation dry until the manhole was built.



(Above) Excavation for the new twelve load pot, double deck manhole on Avenue N, south of Ninety-seventh street.

(At right) The double deck manhole under construction. Three large pumps were required to take care of the water encountered in building this manhole. Quicksand was encountered at the last twenty-four inches of excavation and it was necessary to employ water tight sheeting..

This work was done under contract for the Chicago Construction Department and was inspected by Edward Ryan of that department.

Digitized by Google

"GETTING YOUR NUMBER" AT THE C. A. A.

New Switchboard Is a Busy Spot at the Chicago Athletic Association

By E. S. La Bart in *The Cherry Circle*

AS you indulge in the luxury of a bath or entice your finicky appetite with delectable dishes prepared as they only can be by your club, or you lounge with refreshing relaxation in a soft chair in the reading room and enjoy a Cherry Circle perfecto, and you suddenly hear your name called through a mechanical contrivance, or a boy advises you you are wanted at the telephone, do you have the faintest understanding of the effort made to serve you by the splendid operating staff?

'Way up on the ninth floor of the club building, in a bright, cheerful, well ventilated room, with facilities for comfort and rest, there is located one of the finest and latest types of telephone switchboards extant. Its mechanical and electrical operations are presided over by a force of seven, whose work is so distributed over the hours of the day that someone, at least, is on duty at all times.

This switchboard, shown in the accompanying illustration, has facilities for four operators who are on duty during the busiest hours which, naturally, are those when the club is most heavily patronized by its members and their guests. Few features of the club are more necessary than this instrument and its courteous operators are really the sensory nerves of the club members and are the means of keeping those in the club building in contact with the entire country where telephone wires are strung.

The young lady operators are:

Night operator, Mrs. N. Dodd; morning operators, Miss A. M. O'Grady, Miss K. Mulraney, Miss L. Graham, Mrs. R. Mueseler, Miss Katherine Ryan and the chief operator, Mrs. M. Milloy.

This switchboard is equipped with twenty-seven trunk lines, meaning they may be used for both incoming and outgoing lines, while there are an additional eight lines for outgoing calls only.

This switchboard and its force of young ladies care for all the incoming and outgoing calls which originate at the 240 separate stations or instruments with which your club is equipped. There are many, many towns in the United States which do not have such elaborate equipment, not to mention its great efficiency due to the skill of Mrs. Milloy and her staff who are trained the Cherry Circle way in courtesy and service.

Technically the board is known among those who live and dream telephone switchboards as a No. 1 Telautograph Board, quite an elaborate description for this instrument.

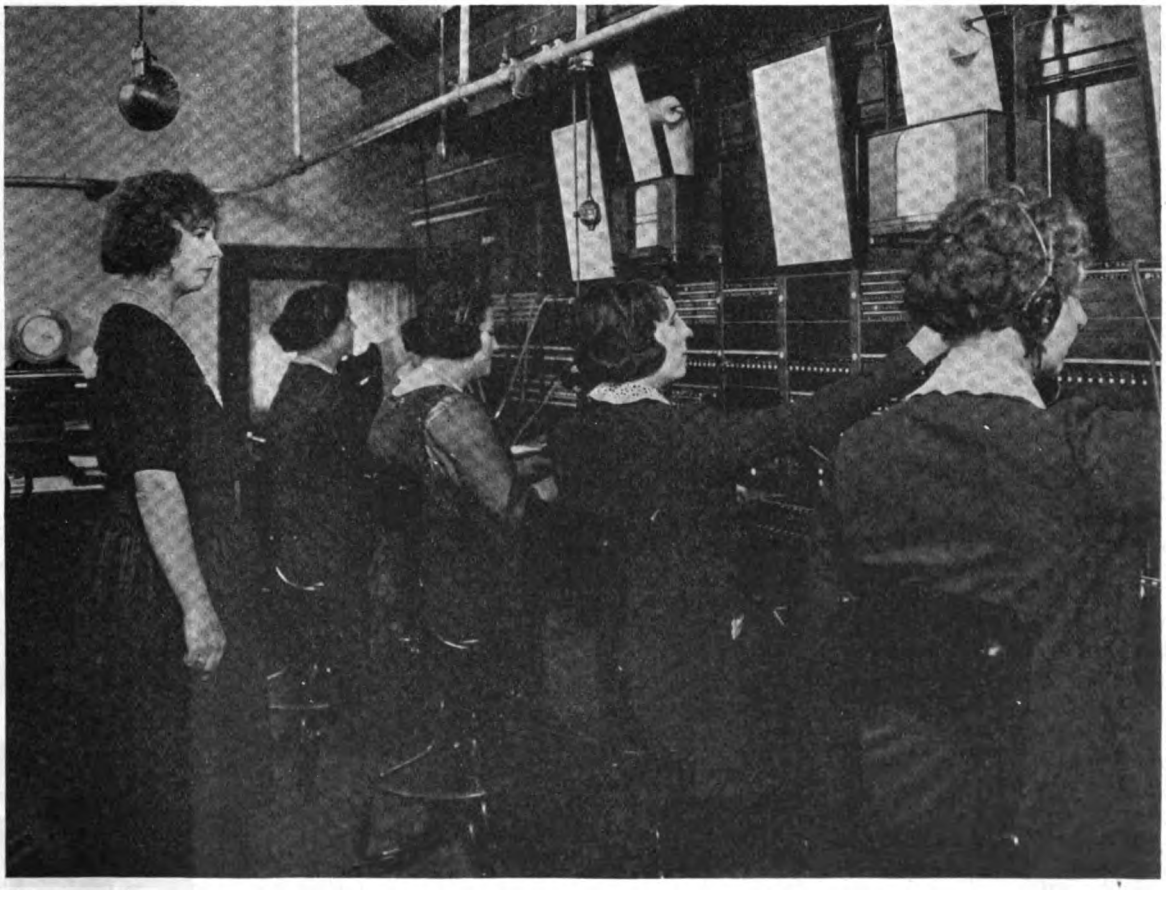
The number of calls are, of course, controlled directly by the per cent of the 3,500 club members who frequent the building.

A fair average is 300 calls per hour when things are humming.

Usually the day's business begins somewhat early, for even club members who make the club their home awaken early—much earlier than is ordinarily suspected by the bourgeoise.

Upon retiring the previous night a member 'phones the operator and leaves a call to be awakened at, say, six o'clock. The operator places this instruction upon a memorandum pad and after all of the various calls are received at about one o'clock a. m., these are sorted in piles and kept in a convenient place for reference. Rather than rely upon human frailty in these matters, the telephone room has an automatic buzzer clock closely resembling an ordinary mantel clock but having a circle about its outer edge, punctured by many little holes. These holes each represent a fraction of any hour and as the call sheets are sorted the operator places a small brass plug into these holes at the time corresponding to the time the club member wishes to be called. When the hands of the clock reach the place where plugs are inserted the clock sets up a loud continuous buzzing noise which can only be stopped by removing the plug. Therefore, Mr. Member, you are assured that there are indeed few chances of you being permitted to oversleep.

Soon calls begin to be received for the dining room and breakfast is ordered by members who are in a hurry. Others



NEW P. B. X. FOR THE CHICAGO ATHLETIC ASSOCIATION

Standing—Mrs. Marie Milloy, chief operator. Seated—left to right—are Miss Catherine Mulraney, Miss Lillian Graham, Miss Anna O'Grady and Mrs. Rose Muessler.

Digitized by Google

telephone the bath department, others kick for more bath towels while others summon the tailor to return their newly pressed suit.

There is a lull for a time after this early morning hour rush but about noon time the club building begins to fill again and then there is a grand rush of telephoning.

As you know, groups lunch together daily and when a member cannot attend it means a telephone call to the crowd to make the fact known.

We will assume you are lunching in the club and expect Bill Smythe to join you. Bill is suddenly called to a business engagement in another part of town and his secretary calls your secretary. Your secretary telephones the club and one of the young ladies answers the call by plugging in. When a call is made a bright signal light flashes on the switchboard and continues to burn until the call is picked up by one of the operators on duty. Any operator can pick up any call on the board no matter where it is located.

If your location is not known specifically the operator writes a message on the telautograph apparatus which is immediately copied at each of the entrances to the club, in the barber shop, dining room, bowling alley, bath department and billiard room.

In addition the operator pushes a button and announces your name and the fact that you are wanted on the telephone. These annunciators are scattered generously throughout the building.

Then as final effort the operator notifies the bell captain and you are paged where there is neither annunciator nor telautograph.

You might not see the telautograph machine so when the message is written employees of the club watch for it and it is not long before you are located if you are in the building. Under every possible circumstance it is made possible to locate you, therefore giving 100 per cent service from this very important and little considered part of the club's facilities.

The heaviest traffic hours for the board are from 11 a. m. until 2:30 o'clock p. m., and from 5 p. m. to 8 p. m.

For resident guests and members there is kept before the operators a card index system showing the name of the occupant of every room which is checked over daily. There, too, is a large card giving the telephone number of every railroad, theater and club.

From the above it is seen that those in charge of the affairs of the club have furnished every facility and the young ladies in command are making every effort to give you the best possible service.

Telephone operators generally, according to our own brief experience, desire keenly to give good service for a second and third request for a number only means that much effort wasted if they could get entire satisfaction in the first instance.

They have no personal interest in one call more than another and we are willing to back up our judgment by saying that the new switchboard will enable our club to have the swiftest and best telephone service of any similar institution in the world.

The number of calls handled through the switchboard during the summer months is about 300 per hour. The traffic is heavier during the winter, running from 400 to 500 per hour. The toll calls per day average forty-five to fifty, or about 1,500 per month.

"Telephone work," says one of the operators, "is very interesting and fascinating. We operators enjoy the work and make every effort to give the best service possible. The members are very kind and considerate and coöperate in every way with us. We have six operators and one night-operator, giving in all twenty-four-hour service."

PRACTICE SAFETY AND BE HAPPY.



An Axe to Grind

Ben Franklin tells us how, one day
He saw a big grindstone
And a *very courteous* little man
A turning it alone.

His interest in mechanical things
Led him to stop and talk
With the *most courteous* grinder man
Who occupied the walk.

The man told him he'd "be surprised
How light the grindstone ran,"
That even little Benjamin F.
Could turn it, like a man.

So Ben took hold, to prove the point;
The man praised him to the sky—
And then brought out a rusty axe
Which he had hidden nigh.

"This axe needs grinding overmuch,
But it will be no job!"
So, cheerfully, to Ben he spoke,
As Ben's time he did rob.

But when the axe was bright and sharp,
His courtesy seemed to wane,
He said "Now, don't be loafing here!
Don't bother me again!"

The moral of this little tale
Is not so hard to find—
Some people only treat you well
When they've *an axe to grind.*

—A. P. A.



Digitized by Google

SOME SUMMER SNAPSHOTS



Misses Gertrude Seiger, Eugenia Berlusaki and Agnes Irwin, operators at Canal Office, Chicago.



Dr. Pauline Kapsa of the Health Department, Chicago.



Misses Clara Kratz and Edith Tepper, operators at Canal Office.



Left to right, standing—Eleanor Leddy and Mildred Schultz; seated—Lucille Rochford, Mae McBride, Mary Schultz and Irene Coffey, Training Department girls, on a Mississippi river boat.



Miss Edna Cherry of West Office, Chicago, vacationing at Ingleside.



Mrs. Marie Vinz, Instructor, Operators' Training Department. Chicago, on the road to the Dells, Wis.



Misses Grace Cate and Jeanette Blackwell of the Training Department on an outing to the Sand Dunes.



Left to right—Miss Margaret Normand and Miss Margaret McCarty, Day Chief Operator at Hyde Park Office, Chicago.



Mrs. Harrigan and Mrs. Irwin, day and evening matrons at Canal Office, Chicago.



Hyde Park operators and supervisors at a beach party, given in honor of Miss Margaret McCarty, Day Chief Operator.

Digitized by Google

Bell Telephone News

Published Monthly by
ILLINOIS BELL TELEPHONE COMPANY

B. E. SUNNY, *Chairman, Board of Directors*
W. R. ABBOTT, *President*
F. O. HALE, *Vice President and General Manager*
B. S. GARVEY, *Vice President*
E. G. DREW, *Secretary*
W. J. BOYD, *Treasurer*
U. F. CLEVELAND, *General Auditor*
W. D. BANGS, *General Counsel*
J. L. SPELLMAN, *Publicity Manager*
A. R. BONE, *General Commercial Superintendent*
FRANK REDMUND, *General Plant Superintendent*
S. J. LARNED, *General Traffic Superintendent*
G. W. MCRAE, *Chief Engineer*

Issued by the Publicity Department.

AMORY T. IRWIN, Editor
EVERETT E. FRIGANZA, Assistant Editor
BELL TELEPHONE BUILDING - - - CHICAGO, ILLINOIS

SUBSCRIPTION PRICE—Two Dollars a Year in advance, to all persons except employees of the Telephone Company.

The Telephone Pioneers

AS we go to press the Telephone Pioneers of America are gathering in Cleveland for their annual meeting. A few hundreds will attend the meeting in person, but in spirit the whole telephone fraternity will be with them.

It means something to be a Telephone Pioneer in the year 1922. It means that the pioneer was engaged in telephone work as far back, at the latest, as the year 1901. Most of the pioneers were in the business much further back than that.

While 1901 is not so far in the past, the time which has gone by has wrought tremendous changes in the telephone art and telephone work in general. Let the employee of to-day project his mind backward, if possible, to that time. We find that there were a little more than 1,000,000 telephones in the Bell System. To-day there are 13,500,000. At that time the business was passing through the period of competition. To-day competition in telephone service is practically forbidden by the laws of most states.

Long distance telephone communication in 1901 was good within its limits, but the Pupin coil had not been invented and we had no repeaters.

In 1901, the automobile had been invented but had not come into very general use. There was no such thing as a truck to aid in telephone construction work.

No one had ever heard of Safety First in 1901 and telephone men, in common with the workmen in all lines of industry, looked out for themselves—in fact, it was rather the fashion to take chances. A telephone installer who went into a subscriber's basement lit a candle and if a gas explosion burned off his hair or eyebrows, he was out of luck.

There was no such thing as welfare work of any kind in 1901, although Bell telephone executives have always been close to their people. But there was nothing of this kind in an organized way. There were no company magazines to keep the employees informed of the happenings of the business and policies of the organization. There were no employees' associations to help preserve good relations between the management and the employees. There was no Employees' Benefit Fund Plan and workers might look forward to no pensions or sick benefits whatever in case of misfortune. There was no stock plan to enable employees to become partners in the business. There were no social organizations such as choruses, bowling leagues, baseball leagues and the like among the employees. There was no Saturday half holiday.

There were no publicity departments in those days. There was advertising, of course, in the effort to increase our business, but there was no organized effort to interest the public in our problems.

In short, there wasn't much of anything in the telephone business in the years prior to 1901 except work. This condition was not peculiar to the telephone business but was common to business in general.

There is still hard work in all of our jobs and they wouldn't be worth much if it were otherwise. But the days of struggle and uncertainty are past. The Telephone Pioneers put the business on its solid foundations. We of a new generation of employees enjoy the fruits of their labor, as also does the great public whom we all serve.

Everyone hopes that these boys and girls will have a good time in Cleveland and in the pleasant associations of their local chapters. They have earned it.

Shoot If You Must

WHILE all of us cannot don fashionable riding habiliments, mount fiery chargers and pursue the nimble fox in this crisp autumn weather, nevertheless it is expected that many devotees of hunting are pulling out their trusty old rifles and shotguns preparatory to the open season.

Many telephone employees annually make the fall pilgrimage to the woods or the waters for their shooting. You old timers, you fellows who come back with a bag of wild ducks, or rabbits, or squirrels, need no warning of the dangers of hunting.

To the younger generation, many of whom are making their first trip this year, a most drastic warning should be given. It is up to you, Dad and Big Brothers, to disseminate that knowledge you have gained through roughing it in the woods or on the lakes for a couple of weeks each year.

Tell the younger fellow how to avoid shooting a fellow-hunter. Every year the newspapers report the death of some huntsmen who have been mistaken for deer while snooping through the dense woods after their quarry. Teach the boys how to handle a gun. Let them know every part of their rifle or shotgun, but impress upon their minds that such knowledge often makes a man careless. Tell them never to look into the muzzle of a gun nor point one in fun at a companion or anyone else. Show them the careful way to carry their gun. It should not be used as a walking stick. It has always been the "unloaded gun" that killed someone.

We are wishing all the members of the Bell family who will hie themselves to the woods and waters this year a most successful outing. In order to make it successful and insure a safe return home *always be careful.*

Doing a Cash Business with the Subscriber

ON the inside front cover of the September issue of the BELL TELEPHONE NEWS we made a statement last month which a closer analysis shows not to have been entirely accurate. In commenting on the opportunity for establishing and preserving good public relations which is enjoyed by the attendants at the public pay stations, we said that the Pay Station Division is the only one which does a cash business with the subscriber.

In point of fact there are several departments of our business in which, to all intents and purposes, a cash business with the subscriber is transacted. The collector in the Commercial Department, who visits the subscriber's home or place of business to remove coins from the boxes or to collect bills for service, comes into a close relation with the subscriber and is the company's representative conducting cash transactions. The cashiers and attendants at the public counters in the Commercial Departments and the Adjustment Bureaus also do cash business with the telephone users.

While it is true that the public pay station attendant does have a great opportunity to meet the subscriber face to face and conclude a cash transaction, she is not, as explained above, the only one that has this opportunity and this statement is made in justice to the members of the other departments who are likewise doing a good job every day in cementing public relations.

Digitized by Google

PHONETON, A VILLAGE WHERE EVERY INABITANT IS A "TELEPHONE MAN"

By E. E. Aker, Telephone Repeater Attendant, American Telephone & Telegraph Company

PHONETON. This one word nearly tells the whole story: A village inhabited almost entirely by people who work for a telephone company. Located at the crossing of the Old National Road and the Old Troy Pike, ten miles north of Dayton, Ohio, it forms one of the links in the strong east and west chain of long distance communication maintained by the American Telephone and Telegraph Company.

Years ago, in 1893 to be exact, the Pittsburgh-St. Louis line was built and a test station established in the old Grange Hall at the crossroads, the operating force consisting of two persons, a man who acted as lineman and his wife, as the operator. Originally it was known as Tadmor, due to the nearest post office being on the Baltimore and Ohio Railroad two miles west of the station. Several years later the office in the Grange Hall proving inadequate, a frame building was constructed which housed the equipment until 1902 when the present brick building, construction on which had begun a year previous, was occupied. During this time the personnel had increased from the original two to a force of about sixteen, and to house these a hotel was built and also several residences. Simultaneously a grocery was established and a post office talked of. But a post office must have a name and after many suggestions and rejections the word "Phonetown" proved the most popular. Still, it sounded a bit flat so the W was dropped and Phoneton became the name of the little crossroads village.

Since that time many changes have taken place. The town has grown but very little, to be sure. It comprises the company's property, composed of the test station, chief testboard man's dwelling and garage, the general store and post office and twenty houses. About half of the houses are owned by employees of the station, although not all of the employees live in Phoneton. Twenty of them, about one-fourth traffic and the rest plant employees, reside in Tippecanoe City and travel back and forth in a motor bus maintained by the company and which makes six round trips daily.

The office itself is a three story structure and on the ground floor is located the power and battery room and men's rest room. The latter is furnished in mission. A library of 100 volumes, supplied by the Ohio State Traveling Library Association, is maintained by the local plant branch of the Association of Employees. On the second floor is located the Traffic Department operating room with a ten-position toll switching board in charge of Miss Araminta Detrick, Chief Operator. The traffic force consists of the chief operator, eight line operators and a matron. An attractively furnished Traffic Department rest room, the telephone repeater and carrier current repeater rooms and the kitchen and dining room, where lunch is served at cost to the employees who cannot go home for the noon meal, take up the remainder of the second floor.

The testboard and Morse duplex apparatus are located on the third floor. Three wire lines terminate in the testboard: the Pittsburgh-St. Louis line east and west; the Maumee-Cincinnati line north and south, and the Point Pleasant (W. Va.)-Marion (Ind.) line southeast to northwest. Five rows of duplex tables, on which are mounted ninety-two sets of duplex repeaters and twenty single-line repeaters make up the Morse equipment.

In the rear of the building are the combination garage, storeroom and water tank. The latter is filled from a deep well located on the premises. Incidentally, this water, under pressure, is supplied to any of the local employees who will provide their own service piping to the well. Several have availed themselves of this privilege, the details of which were handled through the Employees' Association. Regular city lighting service is used here, 110-volt alternating current being furnished by the Dayton Power and Light Company.

The fact that no rail transportation is available is not detrimental, for each garage houses some kind of "six" or a "Henry," and with good roads extending away from us in all directions it is a matter of only a few minutes travel to have us settled comfortably in a movie or peaceably following the "missus" through a department store.

Directly west of Phoneton is the Big Miami River, just a peaceful water course in summer but a raging torrent in the spring. This river together with another called the Stillwater, which, true to its name, runs deep, furnished most of the water that swept through Dayton in 1913. Luckily, Phoneton is high and dry, so it is no matter to us whether the water gets up to "The Corncrib" or not. "The Corncrib," by the way, is located half way up the valley sides from the river and is used by every one as a reference point when telling their friends how high the water gets in the spring.

That is all I can think of about Phoneton. It's just a little country village with the corn and wheat fields hospitably bordering it on all sides. The people take pride in their work and in their homes; know each other by their first names and know all the children's names; help each other clean the carbon and grind the valves of the Henry and are as sociable and pleasant as can be. The weather isn't greatly different from any other place—it is cold in winter and hot in summer, but Phoneton is home for all of us, and I guess that's why we like it.



SCENES IN PHONETON, THE LONG DISTANCE VILLAGE

At left, the residence (company-owned) of the chief test board man. In the center, the left front view of the Phoneton office. At the right, the eleven-passenger bus which carries employees between Tippecanoe City and Phoneton.

Digitized by Google

PANKY DEE — COST EXPERT

"ALL right then, what would you do if you were a boss and hadda cut expenses?"

Panky Dee's chin stuck out and his face grew red with the heat of the argument and an extra large bite of a cheese and rye-bread sandwich. Pete considered the question carefully before answering and disposed of a hunk of bun and



"You only got six more guesses; get busy."

Braunschwieger in the meantime.

"If I were boss," said Pete finally, "I wouldn't cut expenses."

The noon-hour gang in the storeroom haw-hawed loudly and Panky Dee grew a shade redder.

"That's right," he said, waving the head-cheese in the direction of the humorous Pete, "try to be funny! Get it out of your system and answer me my question: If you were a boss and realized that expenses were eatin' up the inkum, what would you do?"

Pete sighed heavily and replied, "Well, I dunno—I guess I'd use less material, or try to buy it cheaper."

"Yes," said Panky Dee, "and it would wear out quicker and you'd have to put it up all over again. Have you got any other bright thoughts?"

"Yeah," said Pete mediatively, eyeing the extra pickle in Panky Dee's bucket, "I'd make some of the buys working for me get busy and earn their money. I'd get more work out of them for the same wages."

"Hey, there," said Harry Grimes, peeping over the edge of his coffee bucket, "whose gang are you in? I ain't seen nobody yet in the Bell rollin' around in wheel-chairs on the job."

"Harry's right," said Panky Dee, "'them days is gone forever,' as the cartoonist says. Everybody I know is working right up to their limit now. You only got six more guesses; get busy."

"I know what you want me to say. Gimme that pickle and I'll say it, 'Reduce wages.'"

"Here's the pickle, but that ain't what I want you to say, not by Keokuk, Ioway. Bosses don't do that, although it is a way, as long as there's another chance at all. And believe me a regular boss would find that other chance. Why I can show you and Harry and Red and the rest of you an easy way to save much more than the bosses can with all their wage-cuttin' power."

"Zshoot!" mumbled Pete through a mouthful of pickle.

"Pete, the other day your flashlight went OD and you ditched the battery and got a new one. When you got the battery in, you found your torch had a burnt-out lamp instead of a dead battery. Now that battery cost twenty-six cents. I don't know how long you had used it, but I'll bet it was a long way from being used up. Suppose every bug-hunter was as thoughtless. Suppose, on the other hand, that every bug-hunter got all he could out of his torch batteries. That's only a small saving, but it's a start.

"It ain't easy to lose a big thing like a pole, but it can be done by a don't-give-a-damn guy. A pole lost means a big hole in expenses. But it don't mean nearly so big a hole as can be caused by the birds that every day ditch handfuls of bolts—say, crossarm ⅝ by 16, costing eighteen cents apiece, or drop twelve-cent heat coils on the floor for somebody to step on.

"Take fuses costing from two cents to $2.91. Another chance to save a dollar or so by being careful! Look at this Safety First Kit of mine. I've seen fellows carry theirs in their hip pocket where it could easily be smashed. Not me. Mine goes in my vest pocket, where it will be in good condition when I need it. Do you know that every time a kit is smashed it costs the company $1.10? A roll of friction tape costs .335 cents. Throw away half a roll and you've junked a can of Velvet and a postage stamp.

"Do you know that screws run as high as $11.43 a gross? No? Well, how long would it take twelve men to throw away $11.43 worth of screws at the rate of one screw per man per day? Think it over.

"Lordy, I could run on for a week. But let me show you the rest of this nice list I have here, and which the Old Man made up for me last week."

Blue Bell batteries	$ .2601
Beeswax, a pound	.1865
Push buttons	.1512
Iron pole brackets	.10
Bridging connectors	$ .03 to .06
Connecting blocks	.08 to 4.10
Keenan's Rugby cement, a pound	.124
Floor cleats	.08
Ground clamps	.51
Type D bolt connectors	.13
Bell coils	.70
Cord weights	.29
No. 20 A. L. desk stands	3.05
Cords	1.06
Insulated screw eyes	.07
Fanning strips	$ .05 to .12
Induction coils	.58
No. 40 double petticoated insulators	.06
No. 606 boltless strain B.B. insulators	1.58
Jacks	$ .22 to .70
Keys	.80 to 14.40

—and so on and so on and so on.

"Now it's up to us to save all this material as much as possible. Why, I'll bet it would be dead easy for us to throw away $10,000 worth of stuff every year right here in our own city, and nobody would ever know where it went—except the birds that ditched it. And even they wouldn't know unless they turned their think batteries on.

—L.

Digitized by Google

"A nail is a nail, and so many of 'em make a pound, and a pound of nails costs money. Save 'em, boys, save 'em, like the evangelist shouts.

"There's nothing in this for me directly. None of the money I save goes to my family market-basket. It all goes to the company. But I believe that if everybody handling material were to try to be as careful of it as I try to be, all of us together would save enough to make the difference between inkum and expense greater. Then there couldn't be any thought of wage-reduction arising in the minds of the bosses and we'd all of us get something out of it in this round-about way. What say, Pete?"

"I'll say they's no sleet on your lead, Panky! Let's go, boys, it's one bell."

Alexander Graham Bell and Theodore N. Vail

THE name of Alexander Graham Bell will probably live for all time as the inventor of one of the most useful devices that has ever been brought into existence.

The telephone is one of a dozen inventions of the last fifty years that have literally revolutionized the commercial world. In fact, business, as we know it to-day, could not be conducted were it not for these time-saving, labor-saving, distance-annihilating inventions. The dependence of business on the telephone is almost immeasurable.

But great as was Bell's invention it is doubtful if it would have become such a vital part of our social and industrial lives were it not for the selling genius of Theodore N. Vail. Potentially useful as the telephone was, it took extraordinary selling and organizing ability to gain world-wide adoption of it. Vail supplied this ability.

Practically all of the great inventions of the world have been made during the last hundred years. There are many explanations of this. For one thing we have discovered fundamental principles that have made many inventions possible. Franklin found electricity and this in turn paved the way for the inventions of Morse, Bell, Edison, Marconi, Steinmetz, etc. Another thing that contributed to the cause is the fact that necessity is the mother of invention. The growth in population and the increased complexity of living under modern conditions has forced us to alleviate these conditions through mechanical improvements.

But probably the thing that did most to make this the greatest inventive age of all history has been the development of the science of marketing. The most ingenious patent in the world is of no benefit until a market has been created for it. So in paying honor to Alexander Graham Bell, let us not forget Theodore N. Vail, the man who sold to the public Bell's great contribution to humanity.—*Printers' Ink.*

French Urged Not to Use the Telephone on Sunday

"THE public is urgently requested to use the telephone on Sunday only in case of necessity."

A flood or a fire may put the best built and operated telephone plant temporarily out of commission and, before complete repairs can be effected, make it necessary to ask the indulgence of the public for restricted service with hastily patched-up equipment. But the notice quoted above was not the result of a disaster or an emergency. It is an official notice of the French government telephone department to its patrons, including those of the great city of Paris, and applies to every Sunday in the year.

An Early Convert

MARK TWAIN was one of the first telephone subscribers of the exchange at Hartford, Connecticut. The voice with the smile—was there any connection?

When the Telephone Had Its First Try-Out

(Reprinted from *The Globe,* Toronto, Canada.)

A PART of the story of the introduction of the telephone has been overlooked. The various books giving the history of the telephone lack the information as to where, when and how the first telephone tubes had their first tests other than by the inventor himself.

The following is an authentic statement of one of the few persons who was interested enough to be on the ground, and who has the distinction of having spoken over the first tube put up for public test, in April, 1876, by Mr. Bell, then twenty-nine years old, at Tillsonburg, Ontario. The man is the famous ballot man of the late 80's, John W. Rhines, now sixty-seven years old, author, traveler, lecturer, then a reporter on The Tillsonburg *Observer,* printed by the late John Law, who died a few months ago. Mr. Rhines is the original inventor of the voting machine, or recorder, and is now living in Binghamton, New York.

"I opened conversation on the first telephone Alexander Graham Bell put up for public test," says Mr. Rhines. "It was a crude affair, consisting of two tubes nesting in a box which could be fastened to telegraph wires from the telegraph table. Mr. Bell then lived in Brantford, and, try as he would, he was unable to get permission to use a telegraph line in that city for a long enough period to test his telephone. He came to Tillsonburg, where, after a long delay, he finally told the authorities that what he had was no dream, but a reality, and was of practical use. They regarded it as a hoax, but reluctantly allowed him to use the wire from the printing office to the station, a mile away.

"Mr. Bell urged Mr. Law to go with him to investigate. The publisher declined, and did not want to bother with it—thought it of little consequence—so designated me as I was reporter on his staff. I went. This was in April, 1876. Mr. Bell was slightly deaf, but each spoke in turn through the tube, and then turned his ear to receive the reply. My conversation was with his assistant, at the other end of the town. While we could hear the voice from the station, it failed to carry with it the individuality that voices carry over the perfected telephone today. There was a rumble, a halt, followed by a click, then parts of words, sometimes a full word, then again syllables only, then we could hear plainly for a time.

"The tube, as was afterward explained, was not properly adjusted, and would shoot the words back at the speaker instead of from him. I spent an hour with it, and thought it was remarkable, and wonderful in many ways, but very weird.

"When I returned and explained to Mr. Law, he told me to write it up, but not to devote much space to my item of criticism, and of course I could not do anything but follow his instructions. Much against my will he had me finish the item by saying: 'Although the contrivance is a marvel, it is not possible for it to come into general use,' and, therefore, really condemned it without a hearing. I was disappointed, for Mr. Bell was a genial, kind and earnest man, and in justice to him I wanted to give him the most favorable criticism possible in praise of his telephone after so thorough a test. Now the telephone has had forty-five years of development; and what would the world do without it today?"

Penny-rious, So to Speak

A MAN who had just opened a store in a strange town was interrogating one of his early customers on the purchasing power of the citizens.

"Now, there's Deacon Brown," he said. "He has the reputation of being wealthy. Would he be likely to spend much money in here?"

"Wa-al," drawled the native reflectively, "I wouldn't exactly say that he'd go to hell fer a nickel, but he'd fish around fer one till he fell in."

Digitized by Google

TELEPHONE TRAIL BLAZERS WITH OCTOBER SERVICE RECORDS

Irving T. Perrett

October, 1894—28 Years

MR. PERRETT says that no picture will do him justice because it will not display his sweet disposition. This one, however, will pass as an excuse.

Irving T. began work several years before the official date of his service period, but owing to his educational aspirations, left to go to school and returned to the service in 1894 in connection with switchboard work.



IRVING T. PERRETT

Then he did some building cable work under J. S. Ford, and from that he had charge of the light and power work for about a year.

The Toll Department then took him as assistant manager, where he served for a short time.

Skipping a lot of intermediate titles, he has now for several years been in the Engineering Department with his former boss, Mr. Ford, in connection with the construction of and structural maintenance of all telephone buildings in the State of Illinois.

Naturally, the duties of such a position required him to move around from place to place, and he has driven every car from a Holzman and flivver to a Stanley steamer, which he now owns and operates, not to mention the Allen which he drove for a while, always calling it the "All-in," especially when he forgot to feed it gasoline.

John B. Ebert

October, 1898—24 Years

Immediately after returning from Porto Rico where he helped Uncle Sam wage the Spanish war, Jack Ebert started to work for the Chicago Telephone Company.



J. B. EBERT

His first duties were to clean and repair Blake transmitters in the old Franklin street shop, under Harry Lane, who was later wire-chief of main office.

After cleaning what seemed to him as all the telephones in the world, this ex-soldier telephone recruit was given a saw and a lot of wooden curtain-poles, and sent around to all the Blake transmitter sets in the loop with instructions to cut short lengths off the ends of the poles and block the transmitters out from the wall far enough to permit the subscribers to shout at the operators with greater ease.

This was his first expert installation work and was followed by his visiting the telephones in the district, starting out in the morning with about eighty pounds of tin, in the form of condensers, of which he had to install one in each signal case. The subscribers were naturally curious and wanted to know the object of this new-fangled "dingus," and Jack told them that it was to put more kick into the telephone.

If you should happen to notice that Jack's shoulders are somewhat drooped, it is because in the early days of his career he carried 536,234 pounds (estimated) of tin condensers around the City of Chicago.

Later he had to change most of these condensers for others of an approved type though Jack says, "Improved nothing! They were just as heavy as the old ones." Lighter ones would have been a decided improvement from his viewpoint.

These and similar experiences placed Jack in the rank of a full-fledged installer.

We next find our hero a groundman, then a lineman, foreman and chief estimator for the Southern District. In this latter capacity he had absolutely nothing to do except go out in the field and get the data, then come into the office and make five copies of a proposed plan and then fight for its approval.

Fighting was Jack's middle name and fighting for approvals gave him a good foundation as an engineer; and as assistant to Mr. Riley where he has been for the last ten years Jack is still fighting for approval of estimates to improve his territory.

He responds to the title of District Plant Engineer in the Chicago territory.

Mr. Ebert was the captain of the Bell Telephone ball team for a number of years and points with pride to a picture of the gang that took the championship cup after a hot finish with the Western Electric team.

Jack claims that he can play ball just as well and run as fast as ever, except that now he runs longer in the same place.

Alfred W. Krueger

October, 1899—23 Years

Twenty-three years ago a snappy, quick stepping young electrician by the name of Al Krueger applied to the telephone company for a job. He had been working for the street railways and the elevated systems, in which capacity he had helped to wire the first Northwestern Elevated motor car, from which you can readily estimate when that road first began operations on the northwest side of Chicago.

Well, he was referred to J. S. Ford, who together with Mr. Perrett (first assistant grill master, for light and power applicants), put Al on the witness stand in his own defense, took his "electrical blood pressure," which being found normal, they gave him a job, helping to care for the lights and machinery in the several exchanges.

Mr. Krueger is another one of few in the telephone business who have held practically the same position for over twenty years. Of course, he is a foreman now and has been for a long time, but



ALFRED W. KRUEGER

Digitized by Google

he has been in the power maintenance and construction work for his full term of service, except when he goes hunting, which is at least once a year, whether he needs to or not, nor has he ever been known to buy any game on the market and then claim he shot it.

Al is a wild duck fan. He even raises them in his own back yard—Oh, no—not to shoot—he is a sport. But he takes them with him up to Three Lakes, Wis., where he has five acres of "Krueger-preserve" on the edge of the lake, and uses these innocent, home-grown wild ducks as decoys to lead their brother ducks to slaughter.

But then if one must have wild ducks for dinner, he must be a little more tricky than the ducks themselves. That is the way of the world and applies to a lot of things besides ducks.

Robert S. Bouland

October, 1899—23 Years

On October 14, twenty-three years ago, the United States regular army lost a soldier. Robert Bouland's term of enlistment had expired; he was given an honorable discharge and two days later he had a job with the Western Electric Company in St. Paul, Minn., starting as a central office installer. The work being completed in St. Paul, Mr. Bouland was sent to Chicago and helped to install the Main Office switchboard.



ROBERT S. BOULAND

After chasing around the country on various jobs for the Western Electric Company, he applied for work with the Chicago Telephone Company and was put to work in the assembly of private branch switchboards in the Franklin street shop. When this work was taken over by the Western Electric Company, Mr. Bouland was detailed on the installation of special circuits and subsequently served as wire chief in Canal, Prospect, Kedzie and West Offices.

He cites as one of his experiences the incident of having left a half gallon can of wood alcohol at the bottom of a pole while he went aloft to examine a terminal head which took perhaps five minutes. When he came back to earth the red can and wood alcohol had vanished; no one in sight nor could it be found.

However, the next morning he saw a headline in the paper that six men had been taken from a rooming house in that vicinity to the County Hospital. They were poisoned with wood alcohol, so he figured that while he could not recover the alcohol he knew where it went and the fellow who stole it was socialist enough to divide his plunder as evidenced by the records of the hospital.

George W. Nevilier

October, 1901—21 Years

George came on as a lineman and before Safety First took charge of affairs, fell from a pole and bumped himself quite severely.



GEORGE NEVILIER

When he returned he went into facility work, and was the first telephone man to drive one of those old high wheel Holzman buggy automobiles.

They wanted him to break in the first motorcycle the company had, but George balked and said that two wheels were not enough to support him, and begged off.

Then Mr. Weisert appointed him to joint agreement work where he stayed for nine years.

This job was more or less distantly related to right-of-way work and for two or three years Mr. Nevilier was with Charlie Hodge.

He has been closely connected with the big inventories and helped to clarify the accounts when the Interstate Company was taken over by the Bell company.

Mr. Nevilier is now stationed at Oak Park and is the same smiling George we have known and hope to know many years to come.

A. J. Vermilyea

October, 1902—20 Years

The first day of October, 1902, found Avery J. Vermilyea at work for the Traffic Department of the Chicago Telephone Company as night manager in North Office.



AVERY VERMILYEA

However complex may be the present duties of such an office, the work at that time was made up of many and various kinds of jobs, including that of "rebutting cords," supervising the office generally and furnishing a bass voice for the satisfaction of subscribers who insisted on talking to the manager.

Mr. Vermilyea celebrated Washington's birthday four months later by being transferred to the Maintenance Department, going to Harrison Office then in the Manhattan building on Dearborn street.

Here he served as order clerk, as jumper man and occasionally as tester, which put him in line for the job of chief tester in the Harrison Office, which position he held for the last four of the eight years spent in that exchange.

He went to Calumet Office as wire chief and then went to the general office on special work. This special work gradually matured into the Cable Testing Bureau, now a department that keeps a constant supervision of all underground cables in the City of Chicago, and by a carefully worked out scheme tries so far as possible to anticipate cable trouble before it reaches the "out of order" stage.

If you would find Mr. Vermilyea at his busiest time and fastest speed, see him after some big storm.

Digitized by Google

Chess vs. Checkers

By A. J. Scott of the Bell Telephone Chess and Checker Club.

DUE to the many inquiries as to which is the superior game, chess or checkers, and to the fact that the two games are often associated as they happen to be in our club, a few remarks on the subject may be interesting.

Both games are of a very high scientific order, and possess many merits. They not only afford amusement, but teach the player to observe carefully, think clearly and decide properly and to depend upon himself under critical conditions.

An eminent player of both games expresses the opinion that, "The disputes regarding the relative merits of chess and checkers almost invariably arise from misapprehension. It is not necessary to know more than how the pawns and pieces are moved to be convinced of the intricacy of chess. Checkers, on the other hand, is so precise and simple on its face, that only those who have delved into the exhaustless mine of checker-analysis can form a just conception of its wondrous maze."

It is said that chess utilizes every square of the board, while checkers only use half the number. On this account, many believe that it takes a greater number of moves to play a game of chess.

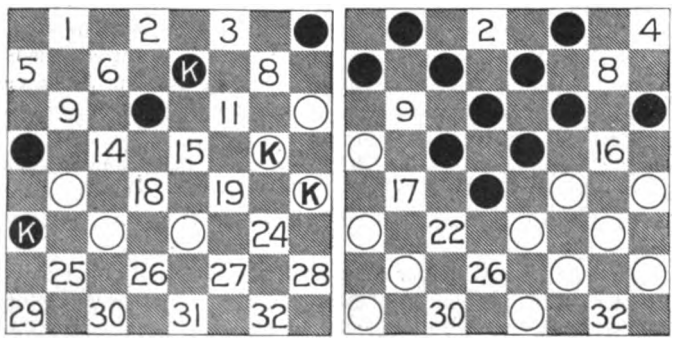
By counting the moves in seventy-four actually played games by eminent chess masters, the average is twenty-six moves on each side, while the average number of moves on each side in sixty checker games actually played by equally eminent checker experts is thirty-three.

A study of these two games seems to indicate that although chess and checkers are played on the same kind of a checkered board, and both use two colors, that is, black and white pieces, and the play alternates between two players, and each move but one piece at a time, there is not a very accurate way of comparing them. Yet for centuries people have been and will very likely continue to try to make comparison, and in this way prove one superior to the other.

There is one thing certain, and that is that more good results will be obtained from playing than from comparing chess and checkers.

So play the games—that's the thing, play the games.

(Two checker problems are illustrated below. Try to work them and send your solutions to A. J. Scott, Room 601, Bell Telephone building, 212 West Washington street, Chicago. The names of those who solve the problems and the correct solutions will be published in the November BELL TELEPHONE NEWS.)



(1) White to move and win (2) Black to move and win

CAN YOU SOLVE THESE PROBLEMS

The playing squares are numbered for convenience in getting solutions.

New York City Has One Million Telephones

THE number of telephones in New York City has passed the million mark. There may still be some question as to whether New York or London is the largest city in the world in point of population, but there can be no argument so far as telephones are concerned, for New York has nearly three times as many as London.

Food Poisoning

By Dr. E. F. Fraut

"WHAT is the matter with Frank?"

"Well, his wife says that something he ate disagreed with him. He has been pretty sick ever since."

Then poor Frank is dosed with castor oil or salts and, if he has good luck, he may be up and about after many days of vomiting and severe "pain in the stomach." On the other hand he may die from a ruptured appendix or a perforated peptic ulcer.

The *Nation's Health* has struck a keynote in a recent article on food-poisoning. "Ptomaine poisoning" and acute indigestion are often blamed but seldom occur. Sudden heart failure often follows a heavy meal. "Pain in the stomach" with or without vomiting is so commonly the symptom of serious and urgent disease that medical advice should be sought at once. "Ptomaine poisoning" as a cause of abdominal pain and vomiting is rare; appendicitis and gall-bladder disease are common. Waiting under such circumstances is dangerous because an hour may determine whether medical science can step in and quickly put the patient on the road to recovery or whether the doctor will have to stand powerless hoping that the patient's strength will sustain life after an ulcer of the stomach has burst and filled the belly with pus.

It is an everyday experience to have a victim of acute appendicitis or kidney stone blame his stomach-ache on fish or cucumbers. An individual who eats a meal with several others and who afterwards has pain in the stomach, vomiting or diarrhea is abnormal. Poisonous food affects all who eat it. They who can eat only certain foods are ill and they have some condition such as an ulcer of the stomach, chronic gall-bladder disease or frequently consumption preventing them from digesting their food. Cure the disease and the food will no longer cause disturbance. If canteloupe is a good food for nine people only through disease will it upset the tenth.

The person with pain in the stomach always seeks a cause in the watermelon or canned peaches that he ate the day before. Too many doctors are willing to accept the patient's diagnosis and consequently fail to make a careful examination.

So far as the public are concerned it were better that such terms as "ptomaine poisoning" and "auto-intoxication" had never been coined.

When food does not agree it is usually the fault of the eater. Stomach-ache, vomiting and diarrhea are only rarely to be ascribed to foods.

If you are healthy you will react in a normal way to the food that normal individuals eat.

Miss Furstenheim Weds

MISS FLORA ESTELLE FURSTENHEIM, daughter of Mr. and Mrs. Frank Furstenheim, was married September 6 to Anton Otten. The wedding, which was a small one, took place at five o'clock at the Church of the Annunciation in Auburn Park. Mr. and Mrs. Otten left shortly afterward for an automobile trip through the East.

Frank Furstenheim, father of the bride, is special agent in the Publicity Department; Raymond Furstenheim, her brother, is central office maintenance man at Oakland Office, and his wife is night chief operator at Douglas. Raymond Furstenheim was best man at the wedding and Mrs. Raymond Furstenheim was maid of honor.



MRS. ANTON OTTEN

Digitized by Google

THE DESSERT

By May T. Dewhurst

WE LEFT Tom and Kate last month in the kitchen getting the dessert. Of course, there wasn't really a month between courses at that memorable Sunday dinner but it seemed to Mary that they were a long time bringing in the simple dessert which she knew was all ready to serve.

The reason for the delay was that Tom took the occasion to tell Kate that while he hadn't anything against John Crane, still he didn't see why *she* had to put herself out to be so sweet to him. This of course opened a discussion on the virtue of being polite to guests and Kate reminded Tom that he invited John to dinner so that they could make him a friend of the telephone company. There was no doubt that Kate had the best of the argument but Tom was not easy to convince and meanwhile the guest was waiting to finish his dinner.

When Kate, reminded by Mary's call that she was "slow in answering" hurried in, bearing a fascinating looking dessert, her cheeks were quite flushed and her eyes sparkled with a hint of mischief in their brown depths.

She said, "Next time I'll go alone. I wouldn't have been 'slow in answering' if some one hadn't 'broken in on my connection.'" Tom, following with a plate of sponge cake said, "You see, John, all these operators have a good excuse for their delays."

"Oh, well," said John, "I'll excuse anything if I can have some of that mysterious pudding. It looks too pretty to eat, though. The top of it looks as if it were made to match Kate's cheeks."

"Well, Katie made it," said mother, "and I think it's just lovely. Mary made the cake, so there wasn't much for me to do but get the plain things."

"It's what I call a perfect dinner. When mother gets home to-morrow, you bet I'll tell her all about it."

Just as they were leaving the table, the telephone rang.

"Another wrong number?" asked John.

"No, not this time," said Tom. "It is some one asking for you. There is a long distance message and she says it's important to get you at once."

"How did they know I was here, I wonder," said John, as he hurried to the telephone.

"Oh, I hope that nothing has happened to his mother," murmured Mrs. Miller, and they all waited anxiously to hear what the message was, for they could see John was worried and excited.

He called to Mary to come to the telephone and asked her to take the message and tell him what to do.

Mary repeated the message. "A lady sick in Albany Station wants her son John Crane. She got off the train here too sick to go on. What can she do?"

Mary said, "Do you know anyone in Albany?"

"No, not a soul," said John, "that's the trouble. Maybe it's one of mother's awful sick headaches and she couldn't go any further. But I can't get to her and I don't know what to do."

"Well, I know," said Mary. "If you don't mind the expense, I'll call the operator in the Albany station and she can telephone for a doctor and advise her where she can stay to-night."

"Don't mind expense, and tell her to have the doctor telephone me just how she is," said John.

So Mary called the operator and she said she would arrange everything, even adding, "Don't worry." There was a good hotel close to the station and a doctor could be had in a few minutes.

In less than an hour, John had a talk with the doctor who said his mother was already feeling better and a good night's sleep would complete the cure. John was not to worry and she would leave the next day for home on the noon train.

"Well," said John. "Isn't that great? Poor mother must have been awfully upset. She never traveled alone before and I bet she was frightened to death to be alone and sick in a strange place. I suppose she couldn't think of anything but to telephone to me. But how in the world did anyone find me, I'd like to know!"

"Oh, some of our long distance girls are wonderful in the way they trace a person to complete a call. Your mother must have been able to get the operator in the station to call you at your home number. Then when there was no answer, they got your business address and I guess some one there must have known you were here. Did you tell anyone?"

"Why, yes. I guess I did say I was going to Tom Miller's to dinner. Joe asked me to eat with him at the cafeteria and I said, 'Not on your life! I'm going to have a real dinner at Tom Miller's.'"

"Well, it's a rather common name and maybe she tried one or two Miller's before she got the right one. But you see she knew your mother wanted you and there isn't a girl that wouldn't work hard to help a mother, especially if she knew she were sick. You see the girls are your friends and not just machines."

"It's the first time in my life that I ever thought of the telephone girl being a friend. And now, the girl doesn't know how much obliged I am to her for helping poor old mother out."

"Oh, well, that's her job, helping people out. That's what all of us do, but the long distance girl has a chance to know more about the particular cases than we do in order to trace calls like yours to-day. But I always love to think that all the connections we put up may help some one."

"Say, Mary," said Tom, "did you read in the paper to-day about a man in Rochester saving his mother's life out here by telephone. She wrote him she was going to kill herself and he telephoned a doctor who lives near her house to go to her at once; he found her unconscious, gas turned on, but they got her to a hospital and she is going to live."

"Isn't that wonderful," said mother. "I can't see how we'd live without a



PATRICIA

Digitized by Google

telephone. Think, John, how nice it is for your mother to know that you are not worrying about her! I say, girls, I think you two ought to be proud of your profession. It's just wonderful to earn your living and at the same time be guardian angels."

"I'll say you're angels," said John. "Next time I telephone I shall be seeing either Mary's blue eyes or Kate's brown ones looking at me while she says, 'Number, please?'"

"Oh, no," said Kate, laughing. "It will be only *my* brown ones, and *my* sweet voice that you will hear. You see I'm the girl you'll get, not Mary; she's a supervisor."

"Now don't be too sure, you selfish thing. Probably John will need to know why you gave him the wrong number and then I'll have a chance to explain in a friendly way. You see I'll get in ahead, after all."

"Oh, come on," said Tom. "Let's pile up the dishes and go out for a walk in the park. You are getting too sentimental over the operators, John. If you lived with them as I do you'd find out they are just like other girls. They sound very sweet and polite but you never can tell what they really think."

"That's what makes them so interesting," laughed John.

"Lucky for you, Tom," said Kate, "that we don't always tell you what we think about you. I bet you are a lot more comfortable."

And so, laughing and chatting, the dishes were piled up in the sink and water run over them so they would wash easily later.

Mother sat down to look over the paper while the four went out for a walk.

"Of course," said Tom, as he walked along with Kate, "I suppose I have to walk with you, as it wouldn't look right to go with my sister."

"Well, now," said Kate, "you needn't go at all if you don't want to; John could take us both."

"I suppose you would rather walk with him but just to bother you, I'm going along and I am going to walk with you and I am going to tell you right now that you are a tease and a flirt. 'Off with the old and on with the new,' I'll say."

But the day was far too beautiful for a quarrel and Kate and Tom and Mary and John found it very delightful wandering together through the woodsy paths of the park and sitting by the lake which was blue as the heavens above and covered with white caps of foam as white as the little clouds drifting over their heads.

And mother fell asleep in her chair at home and dreamed that she was watching her two little children playing house with the old packing box on the prairie and that their father seemed to be saying, "It won't be long before they grow up and make real homes of their own."

Mary's Sponge Cake

Four eggs, 1 cup sugar, 1 cup flour, 1 teaspoon baking powder, 1 tablespoon cold water, 1 teaspoon lemon juice and a little of the grated rind. Beat eggs separately. Add sugar to yolks and add the water and lemon. Stir in the stiff whites and add flour and baking powder last. Stir the flour in very lightly. Bake in a slow oven till a thick crust forms on top.

Kate's Dessert

One-fourth box of gelatine dissolved in two tablespoons of cold water, ½ glass of black raspberry or blackberry seedless jam. Stir together in a pint of boiling water until gelatine and jam are dissolved. Add pieces of canned pineapple and cherries if desired and place in a large mould to stiffen. Make a Bavarian cream of ¼ box of gelatine dissolved in a tablespoon of cold water. Add this to ½ pint of hot milk. After this is cold and beginning to stiffen add 1 pint of sweetened whipped cream. Add chopped nuts if you wish. When the pink jelly is thoroughly chilled and stiff, pour in the cream and set on ice till that is also stiff. Lay a cloth dipped in hot water over the mould for a moment. Then turn out on platter and serve at once.

—L.

Service

THE OTHER day
* * *
SOMEBODY said
* * *
THAT THE WORD
* * *
SERVICE
* * *
IS VERY much
* * *
OVERPLAYED;
* * *
WE USE the word
* * *
TOO MUCH these days.
* * *
BUT I don't know
* * *
ABOUT that.
* * *
THERE ARE lots of words
* * *
THAT WE use
* * *
TIME AND time again,
* * *
YET somehow
* * *
THEY never seem
* * *
TO GET tiresome.
* * *
I'M NO spring chicken,
* * *
BUT I know
* * *
THAT I have
* * *
BEEN using the word
* * *
DINNER
* * *
EVER SINCE I was born
* * *
ALMOST,
* * *
AND IT always
* * *
SOUNDS good to me
* * *
BECAUSE I know
* * *
WHAT DINNER means.
* * *
SERVICE
* * *
BY ANY other name
* * *
WOULD sound as well
* * *
BECAUSE it would mean
* * *
THE SAME thing to me.
* * *
AND THAT'S what counts.
* * *
CALL IT courtesy,
* * *
IF YOU please,
* * *
COOPERATION, helpfulness
* * *
OR ANYTHING else—
* * *
BUT SERVICE means
* * *
ALL these,
* * *
AND MORE, too.
* * *
IT'S just like dinner.
* * *
YOU know it's
* * *
WHAT you want.
* * *
BUT you don't know,
* * *
USUALLY,
* * *
WHAT IT'S going to
* * *
CONSIST of.
* * *

M. B. H., in *Telephone News.*

Stop the Press!

A MATTER of great moment has been settled in Montana. The work of the London conference, the Tacna-Arica dispute, even the strike parleys, fade into insignificance. A Montana court has ruled that the proper place for the "Mc's" in the directory is immediately after the "Ma's."

Now that's a decision that will mean something to everybody.

The Boise telephone directory and Who's Who agree with the Montana court; but the congressional directory puts the McArthurs, McClintics, McCormicks, McFaddens and McSwains ahead of the Maloneys and Martins and Masons. On the other hand, many a directory does what the Montana election officials wanted to do on their ballots, it puts all the "Mc's" in a bunch at the end of the "M's."

In Montana a certain McLeod, running for sheriff—oh, popular office!—objected to having his name put after that of a rival named Metcalf on the ballots and he came into court armed with all sorts of standard directories and things to prove his point. He proved it. Now it is settled.—*Idaho Statesman.*

Digitized by Google

OPERATORS SHOW NEW FALL STYLES

Posed for the Bell Telephone News
By Central and Randolph Girls



THERE is a youthful and becoming simplicity of style in the dress Miss Emma Sprague of Central is wearing. The box pleated skirt and the pipings are of navy blue and tan. The blouse is of navy blue.

The same dress may be had in brown and tan checks combined with plain brown. Sizes for misses, 14, 16 and 20 years; for women, "36" to "40." Price, $25.

MISS MARIE GORMAN, Central Office, is wearing a dress of Canton crepe fashioned on the long, graceful lines so favored now. The sleeves lined with blue, bright wool embroidery on the blouse, and the metallic fastening at the waist are fashion features—new and smart. In navy blue, brown and black. Price, $35.







VERY smart, very distinctive, is the coat Mrs. Sophie Connolly of Randolph office wears. It is of Normanglow with silk stitching on the side pleating. The sleeves are shirred into a wide stitched cuff. Deep collar of fitch opossum. In navy blue, Malay and black. Silk lined throughout. Sizes 14, 16 and 18. Price, $55.

MISS CATHERINE BARRETT of Randolph is wearing a Jersey suit whose excellent tailoring and smart trim lines are splendidly adapted to business wear. In navy and Copenhagen blue, and henna. Sizes 14, 16 to 18 years. This model, which sells for $10, is a good sample of what may be had at very moderate prices.

PHOTOGRAPHS BY COURTESY OF CARSON PIRIE SCOTT & COMPANY, CHICAGO

Digitized by Google

SAFETY FIRST and ACCIDENT PREVENTION

The Illinois Bell Telephone Company is a member of the National Safety Council and the Chicago Safety Council.

FOLLOW YOUR INSPIRATION WITH A LITTLE PERSPIRATION AND PREVENT ACCIDENTS.

Bowling Season Opens

YOU have no doubt heard of the fellow who didn't know it was loaded or the one that rocked the boat. We have some of the self-same fellows in the bowling game. The fellow that we refer to is the one who gets his finger caught between the bowling balls at the return rack, or the one who thinks only of himself and runs into someone else about to bowl.

Bowling is a delightful indoor sport and we are pleased to see so many of our people enjoy it but we do not like to see their pleasure marred by painful injury due to thoughtlessness.

If the fair sex is to bowl 300 in the Safety League they should heed the above and also take a safety tip—DON'T SLIP—WEAR LOW HEELS AND BE CAREFUL.—*Accident Prevention Committee.*

Eleventh National Safety Congress

THE attendance of 2,200 delegates from all parts of the United States and Southern Canada to the Eleventh National Safety Congress held at Detroit the last week of August, was a striking demonstration of the progress of the safety movement in the few years of its existence.

Much interest was displayed by many industries whose high executives were present to discuss methods of protecting employees and the public from injury.

The three major divisions, Public Safety, Industrial Safety and Health were sub-divided into twenty-one sections in which hazards and methods of safe operation common to the various occupations were discussed.

PUT YOUR BEST EFFORT INTO EVERYTHING YOU DO AND YOU WILL PREVENT ACCIDENTS

The central theme of the discussion was obtaining economical production and efficient service with the minimum waste of man power and injury to employees and the public by safe machinery and methods utilized by employees trained so that safety is their habit of thought and action.

The old slogan "Safety First," which implies lack of consideration for the practical and economic aspects of industry seemed to give way before the new slogan, "A. B. C." or "Always Be Careful."

The First Aid Contest was won by the Installation Department team of the Michigan State Telephone Company.

The Illinois Bell Telephone Company was represented by H. M. Webber, H. A. Mott and R. M. Bennett. Mr. Bennett read a paper before the Public Utilities Section on "Minimizing Personal Injury Accidents and Their Effects in a Telephone Plant."

Learn to Prevent Fires

By Thomas I. Glynn.

AN ODOR of something burning fills the big room—a faint, thin wisp of smoke curls lazily towards the ceiling—the smoke thickens and flames dart skyward—cries of Fire! The clanging of fire engine bells in the street below—hundreds of employees attempt to make their way to safety through smoke-



—L

Digitized by Google





filled corridors and elevators, many trampled to death in panic—girls trapped in building.

No! This is not an account taken from one of the daily newspapers of a recent conflagration, but it is a typical illustration of what may happen any place, any time, anywhere unless proper precautions are taken to guard against the fire hazard.

In October of each year one day is set aside as Fire Prevention Day. It is October 9th.

In this connection it is well to caution all employees of the Illinois Bell Telephone Company to watch for careless smokers and others who are liable to start a blaze. Always be sure that inflammable material is kept away from electrical contacts, whether it be in the office, operating rooms or storerooms. There is always danger of a spark setting fire to paper, cloth or waste. Smokers should be very careful where they throw their matches, cigarette or cigar stubs or empty their pipes.

The danger is not confined to the business part of our lives, but is one that should be given consideration in the home. Fire prevention is just as important as accident prevention and both of them should be given more attention than they are.

It is up to our employees to take the messages of safety home. Our wives or parents do not always have the opportunity of reading the various warnings which are issued to aid in the protection of the employee. Think it over. Now is the time to make a personal investigation of your home and remove the fire hazard. If you live in a house, start upstairs in the attic. Clean out all the old waste paper that has been accumulating there during the summer. Straighten up the storeroom and keep it orderly. Go on through the house and see that everything is in its proper place. Then go down into the cellar. Make a good job of it there. See that cans of gasoline or kerosene are out of the way. Keep them where they will not be too close to the furnace. Then go out to the garage for a good cleanup. Don't smoke when you are working on your car. There is always gasoline that has dripped out and the danger of a spark from your cigarette is always imminent.

Tell the women folks how they can aid in preventing a fire in the home. Tell them it is not always a flame that starts a fire because there is always the danger of spontaneous combustion. Explain to them that if they are using the electric iron—(for laundry or hair)—and the next door neighbor calls for a sociable chat, to disconnect the iron before they enter into the conversation.

Be sure that matches are kept up out of the reach of the children. Every year many children lose their lives when their clothes catch fire. You may save the life of some child, possibly your own if you will only take a few precautions.

Let's make October a lesson month and study the way to prevent fires.

Undertaker Boosts Safety

ONE of San Francisco's best-known undertakers is a sincere booster for "Safety First." He was asked why he was so interested. The reply, according to the *California Safety News*, was to the effect that a really successful business man must have a heart, and that the many distressing sights and experiences which come to an undertaker give ground for serious reflection, especially when it is necessary to lay away the victim of an industrial injury.

The undertaker remarked that no man could finally escape him or one of his colleagues, and that normal life of three score years and ten should not be broken needlessly. There are a sufficient number of risks along life's pathway without permitting carelessness to get in its deadly work. A well-rounded life is only possible when all dangerous avenues are properly guarded.

Illinois Bell Telephone Company Accidents August 1-31

Department.	Approx. Number Employees.	Lost Time Aug. 1-31, 1921.	Lost Time Aug. 1-31, 1922.	Days Lost Aug. 1-31, 1921.	Days Lost Aug. 1-31, 1922.
PLANT—					
Maintenance	2,087	13	1	73	6
Construction	594	5	2	44	8
B. S. & M. E.	808	5	1	21	12
Suburban	863	5	5	57	18
Illinois	991	17	3	105	20
Long Lines	382	0	0	0	0
	5,870				
TRAFFIC—					
Division No. 1.	5,547	1	11	10	42
Division No. 2.	4,094	4	3	11	38
Suburban	1,783	1	1	12	9
Illinois	1,650	0	1	0	5
Long Lines	526	0	0	0	0
	13,600				
COMMERCIAL—					
All Divisions	1,269	0	0	0	0
General Offices	1,053	0	3	0	18
Total	21,792	51	31	333	176
July		34	12	215	127
1st Quarter		151	111	1,651	1,104
2nd Quarter		131	58	981	500
Total to August 31st		367	212	3,180	1,907



NEWLY ELECTED OFFICERS OF THE ACCIDENT PREVENTION COMMITTEE OF THE PLANT EMPLOYEES' ASSOCIATION

Left to right—Paul Bauer, Secretary; John H. Champion, Chairman; William W. Patterson, Vice-Chairman.

Digitized by Google

WABsh 0640

will put you in touch with personal and experienced insurance service for getting most reasonable rates and broadest protection for your property, household goods, automobile, baggage and jewelry against fire and theft.

Get our advice—our firm is manager of the insurance department of the A. T. & T. Co.

MARSH & McLENNAN

INSURANCE IN ALL ITS BRANCHES
INSURANCE EXCHANGE
CHICAGO



Your Home

It is a relatively easy matter to buy a home on installments, after the first payment is cared for.

A few dollars every pay day placed in the savings bank soon care for the first payment.

A man doesn't have to be rich to buy a home—simply wise.

THE NORTHERN TRUST CO.-BANK

Capital and Surplus $5,000,000

N. W. Corner La Salle and Monroe Sts.

An Historic Telephone Advertisement

THE recent death of Alexander Graham Bell, inventor of the telephone, has brought to light an advertisement used in 1877 on behalf of a lecture and demonstration that were given at Lawrence, Mass., in connection with the then little-known and much-scouted invention.

The word telephone with P in the centre was criss-crossed in a curious but striking fashion, with the words, "The miracle," "Wonderful," "Discovery" and "Of the age" sandwiched in between.

The copy stated:

"Professor A. Graham Bell, assisted by Frederick A. Gower, will give an exhibition of his wonderful and miraculous discovery, the telephone, before the people of Lawrence as above, when Boston and Lawrence will be connected via the Western Union Telegraph and vocal and instrumental music and conversation will be transmitted a distance of twenty-seven miles and received by the audience in the city hall. Professor Bell will give an explanatory lecture with the marvelous exhibition."

Cards of admission were thirty-five cents and reserved seats fifty cents, the advertisement adds.



The Single Men



The Married Men

ARE MARRIED COLLECTORS SUPERIOR TO SINGLE COLLECTORS?

Two baseball teams of collectors in the Chicago Commercial Department met recently and the benedicts trimmed their bachelor brothers.

Digitized by Google

MAKING THE HOME SAFE

By J. I. Banash, Consulting Engineer, Chicago, Ill., in *National Safety News*

HOME safety is often overlooked in consideration of public safety, perhaps because the problems are so simple. Nevertheless the vital importance of this phase of the work is obvious. Safety—like charity—should begin at home.

Every man's house is proverbially his castle and our basic laws are designed to protect and safeguard the home; but are our homes safe? Every day we hear or read of accidents in homes, but like the old lady who saw the purple cow, we are inclined to look at such occurrences as interesting, perhaps, but not as particularly affecting our lives. These few words are simply an attempt to focus your attention seriously on the everyday common hazards to which we all are subjected and which have perhaps become so familiar, that they receive little or no attention.

We are constantly reminded of the "Hazards of Industry" and the "Dangers of the Streets." We are told to "Keep to the Right," to "Look Out for the Engine," to "Beware of the Dog," and not to drink wood alcohol if we can avoid it; but how many of us know *that last year almost as many fatal accidents occurred in homes as in all the factories, mines and public utilities combined.*

The few reminders which follow are simply facts, known to all of us. Take the time to consider whether or not your own home is safe for your family and yourself. If it is not, make it so at once—don't wait for an accident.

Stay on Your Feet!

Falls constitute one of the most frequent causes of home accidents, and in fact of all accidents. You may fall from defective ladders or you may fall down stairs. You may fall on waxed floors or on wet spots. You may fall from balconies or into uncovered cisterns. A simple check on the hazards in and about your home may save the life of a loved one, or may avoid a serious injury; and who shall say just which fall may be dangerous?

Be your own inspector. Inspection will mean nothing more than intelligent observation and no more than ordinary common sense is needed, although common sense seems none too common.

Why do people fall down stairs? Because obstructions are left on the steps, because a step is broken, loose or missing, because the stairway is dark, because of a loose piece of carpet. A fall down stairs may mean a broken limb or a broken neck.

Cellar stairs usually present a serious accident hazard. Often there is not enough light. If you cannot get enough light, paint the steps, or at least paint the top and bottom steps white, and thus prevent stumbling. Keep the stairway clear; have a proper hand-rail; fix the broken steps, and tack down the loose carpet. Simple, of course, but the hazards will not remove themselves.

Look Out for Hot Water Hazards

Every few days we read of a baby being scalded to death and the story runs something like this:

"The mother left a pan of boiling water on the floor and went into the next room. The baby crawled up and fell into the pan. The mother, hearing the cries of her child, rushed back into the room only to find the baby fatally scalded."

Pans or bottles of hot water should, obviously, never be left, even for a moment, on the floor or on a table where young children can reach them.

Children should never be allowed to play with matches. Of course, they should not, but Mrs. O'Leary's cow should not have been allowed to kick over the lantern, and thus start the great Chicago fire. Nevertheless the little match has ruined many a happy home. Of the 400,000 fires in this country last year, the careless handling of matches was one of the most frequent causes. In the home where there are small children, nothing but so-called "Safety" or "Strike-on-box" matches should be used, and even these should be kept beyond the reach of children. Use a good electric flash light wherever possible.

Danger of the Wrong Bottle

Another obvious and ever-present danger in the average home is the presence of poisons of one sort or another. Poisons should not only be labeled "Poison," but should also be kept in a separate cabinet.

Every normal child has an insatiable curiosity to investigate everything, and in roaming about the house is liable to taste things it should not touch. A bottle always attracts. Therefore, it is very important that poisons be kept in a cabinet out of reach of children.

Grown people themselves often make the fatal error of getting up in the night and taking poison, mistaking it for some medicine. People sometimes make the mistake of putting iodine into the eye instead of argyrol, and blindness often follows. Be sure to have labels on medicine bottles and keep poisonous substances in a separate cabinet, and in bottles of different and distinctive shape, so they may readily be detected in the dark. If you cannot get a bottle of special shape put a needle through the cork to give warning in the dark.

Women in the home, and men too, are often seriously injured through the innocent rocking chair. One would think that the last thing a woman would use as a substitute for a ladder would be a rocking chair; yet hundreds of women every year stand on rocking chairs to reach a bird cage, a curtain, or a picture. They lose their balance and suffer serious falls. A fall of three feet may result in a broken arm or shoulder, or even death. Use an ordinary chair if you must, but be sure it has a strong and secure seat. Better still, use a step ladder.

And Gasoline

There is always serious danger connected with cleaning garments with gasoline in the home. Even with good ventilation and with no open flames or sparks in the room, there is still a hazard. The friction of rubbing the materials to be cleaned may generate an electrical spark which will cause an explosion. Keep gasoline from being handled in the house. Keep it in safety cans marked "Gasoline." Handle gasoline as carefully as gunpowder. It is of the highest value to our modern civilization in its place, but if not properly handled may become a dangerous explosive.

Where do you keep knives? Sharp knives and other cutting instruments should be kept in a separate drawer, and always out of the reach of children. Scissors, chisels, saws and other tools should be kept in a place not accessible to children. A small cut may be the starting point of a serious infection.

Watch for hazards in your house. The home should be a place of safety, not of disaster. There is nothing complicated about any of this. It is as simple as A-B-C. And it is just as important as safety in the plant or the railroad or in a public utility.

Anything to Oblige

AN ITALIAN subscriber of the former Ohio State Telephone Company in Cleveland had a case of trouble with his service. Instead of calling the Repair Department, he cut the receiver cord with a pair of scissors and sent the receiver to the Commercial Department with the following notation:

"Mr. Spitzig: Please fix da telephone. Me need."

Upon investigation it was found that the subscriber had taken the receiver off to expedite the clearing of the trouble. While the Plant Department appreciates this spirit, the plant superintendent hopes that the practice will not grow in his division.

Digitized by Google



S. P. C. A. Take Notice

"What's the matter with your car? It has an awful squeak," said a fellow employee riding home in Fred Boissy's coupe.

"Can't be helped," said Fred. "There's pig iron in the axles."

—

Reason Enough

"Say Pop, why are all drug stores on corners?"

"So they will be handy for auto collisions, my son."—*American Legion Weekly.*

—

Indubitably

One of our linemen is a literal-minded chap. After a minor accident caused by a spur cutting out of a pole he was climbing, he was being questioned by an accident prevention committeeman.

"And how did you fall?" asked the A. P. C.

"Vertically," replied the lineman.

—

Facing a Fact

Teacher—"Which letter follows the letter H?"

Freddie—"I don't know, teacher."

Teacher—"What have I on both sides of my nose?"

Freddie—"Freckles, ma'am."—*"Topics of the Day" Films.*

—

Sorta Artificial

"Helen's cheeks are like roses."

"Aren't you laying it on pretty thick?"

"No; but Helen is."—*Boston Transcript.*

—

The Mean Thing!

Ray—"How do you get such a nice complexion?"

May—"I run five miles every morning."

Ray—"My! Do you live that far from the drug-store?"—*"Topics of the Day" Films.*

—

Ah, Ring Off

"Pa, when telephone operators retire why don't they go into the jewelry business?" asked Clarence.

"What are you driving at now?" asked his dad.

"Well, you know they get an awful lot of rings while they are on the job," grinned Clarence as he headed for the stairs.

—

Could Be Trusted

To a tramp who wanted to earn a bite to eat, a woman said, "If I thought you were honest I'd let you go to the chicken house and gather the eggs."

"Lady," he replied with dignity, "I was manager at a bath-house for fifteen years and never took a bath."

—

Kiss with Care

Ray—"Let's kiss and make up."

May—"Well, if you are careful I won't have to."—*"Topics of the Day" Films.*

"Sort of a 'Yes and No' Answer"

An irate employee shook his portrait in the face of Jim Cleary, company photographer.

"Do I look like this picture? The thing's an outrage. Why, you've given me an awful squint and the look of a prize fighter. Now, answer me, an' no fooling about it. Do you call that a good likeness?"

Jim scanned the picture, and then looked up.

"The answer," he said, "is in the negative."

—

And No Seconds

The recruiting officer had been drawing a picture of military life that made his audience wonder why people bothered to die and go to heaven when they could join the army just as well.

"And above all," concluded the orator, "there are three squares a day."

"Yeah," agreed a voice that seemed to know. "Bullion cubes!"—*American Legion Weekly.*

—

This Happened at Plymouth

Subscriber calling 338.

Operator trilled the three's.

Subscriber: "Operator, who gave you permission to take your vocal lesson in my ear?"

—

Extra for Color

"I am an author and I desire to spend my vacation on your farm in order to get local color. How much will the board be?"

"Twenty per week, and $10 extra if you expect us to go around chewing straws and talking dialect."—*Dorchester Beacon.*

—

Gentle Hint

"Physical culture, father, is perfectly lovely!" exclaimed an enthusiastic young miss just home from college. "Look! To develop the arms I grasp this rod in both hands and move it slowly from right to left."

"Well, well," replied dad admiringly, "what won't science discover next? Why, if that rod had straw on the other end, you'd be sweeping."—*American Legion Weekly.*

—

Eden So

May—"Now, what do you suppose Adam and Eve wore when they took a vacation?"

Ray—"Aw—leaves of absence."

—

Formerly It Took Sixty

"Did that efficiency expert pep up the efficiency of your office employees any?"

"I'll say he did! Why now they can lock up and be out of the office in a trifle under forty seconds!"

Digitized by Google

Social Calls By Long Distance

Keep in touch with your friends in other cities by means of the Bell Long Distance telephone system.

Long distance telephone calls have that personal touch which even the most personal of letters lack and are equal to two letters—the one you write and the reply. Besides, they tell in minutes what the written word takes hours or days to transmit.

Evening and night rates for "station-to-station" calls are lower than day rates. From 8:30 p. m. until midnight the evening rate of a little over one-half the day rate applies. From midnight to 4:30 a. m. the night rate of about one-fourth the day rate is in effect.

(An advertisement emphasizing the value of the long distance telephone for social uses. This field of our service is capable of much greater development. Telephone employees, who know its value, should be the best boosters of our toll service.)



Digitized by Google



As if across a desk

"New York is calling!" says the operator in San Francisco. And across the continent business is transacted as if across a desk.

Within arm's length of the man with a telephone are seventy thousand cities, towns and villages connected by a single system. Without moving from his chair, without loss of time from his affairs, he may travel an open track to any of those places at any time of day or night.

In the private life of the individual the urgent need of instant and personal long distance communication is an emergency that comes infrequently—but it is imperative when it does come. In the business life of the nation it is a constant necessity. Without telephone service as Americans know it, industry and commerce could not operate on their present scale. Fifty per cent more communications are transmitted by telephone than by mail. This is in spite of the fact that each telephone communication may do the work of several letters.

The pioneers who planned the telephone system realized that the value of a telephone would depend upon the number of other telephones with which it could be connected. They realized that to reach the greatest number of people in the most efficient way a single system and a universal service would be essential.

By enabling a hundred million people to speak to each other at any time and across any distance, the Bell System has added significance to the motto of the nation's founders: "In union there is strength."

"BELL SYSTEM"

AMERICAN TELEPHONE AND TELEGRAPH COMPANY

AND ASSOCIATED COMPANIES

One Policy, One System, Universal Service, and all directed toward Better Service

Digitized by Google

537.65
BE

UNIVERSITY OF ILLINOIS LIBRARY

BELL TELEPHONE NEWS

NOVEMBER 1922



Digitized by Google

OUR FRONT COVER

IN a recent statement to stockholders, President H. B. Thayer, of the American Telephone and Telegraph Company, said that the demand for telephones grows faster than our population. It is an intensive growth; an increasing percentage of the population is seeking telephone service

The telephone subscriber's first point of contact with the company is in our Commercial Department. It is here that the manifold details of selling our service to the public and getting the customer started as a satisfied subscriber are conducted. This important part of the business naturally demands the services of men and women of the highest character and ability.

The Commercial Department must not only sell the service, but must collect the money due the company for it, which, as any business man knows, is one of the most important and delicate duties of any business organization.

Our front cover shows the lobby of a typical large Bell Telephone commercial office. The photograph was taken a few weeks ago while summer lingered in the pathway of autumn, which accounts for the straw hats.

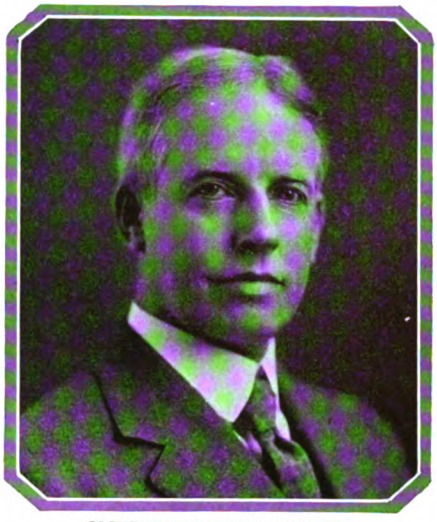
Digitized by Google

General and Division Traffic Officials

Illinois Bell Telephone Company



FREDERIC A. DE PEYSTER
Division Superintendent of Traffic
Division No. 1



SHERWOOD J. LARNED
General Traffic Superintendent



BENJAMIN R. COOPER
Division Superintendent of Traffic
Division No. 2



HARRY E. ELDRIDGE
Division Superintendent of Traffic
Division No. 3



GRAHAM K. McCORKLE
General Supervisor of Traffic



MICHAEL J. WELCH
Employment Supervisor



THOS. A. BRADFORD
Division Superintendent of Traffic
Division No. 4



ARTHUR S. R. SMITH
Toll Traffic Engineer



BRIAN C. BELLOWS
Division Traffic Superintendent
Long Lines Division



SYDNEY S. SMITH
Local Traffic Engineer

Digitized by Google

Digitized by Google

BELL TELEPHONE NEWS

Volume 12 CHICAGO, ILLINOIS, NOVEMBER, 1922 Number 4

WITH THE PIONEERS IN CLEVELAND

Letter from Mrs. Bell and Transcontinental Demonstration at Convention Held September 29 and 30—L. H. Kinnard Elected President

THE ninth annual meeting of the Telephone Pioneers of America held in Cleveland Friday and Saturday, September 29 and 30, was marked by three outstanding features.

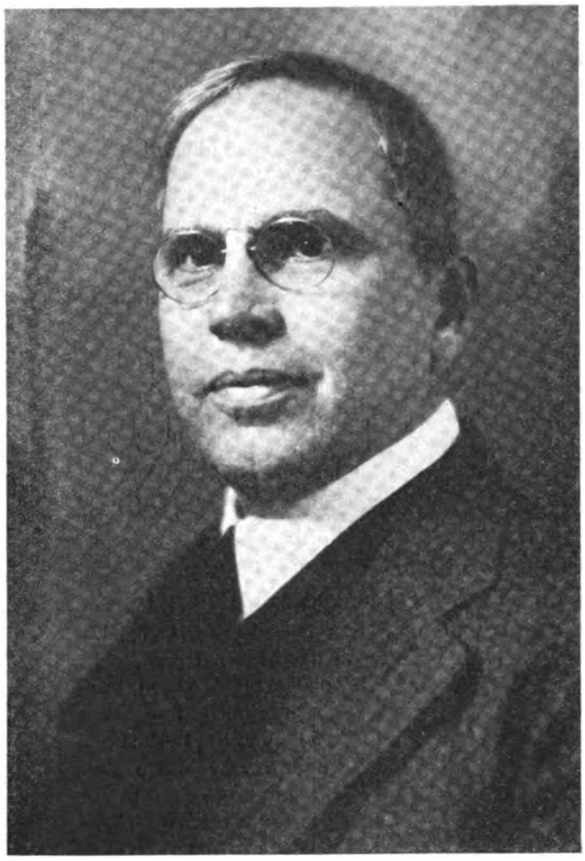
It was the first convention of the association at which delegates from chapters met in special session.

It drew the largest attendance in the history of the organization.

A demonstration of transcontinental telephony with the use of the Bell loud speaker attracted an audience of 14,000 persons.

Under the direction of a committee, of which E. A. Reed, President of The Ohio Bell Telephone Company, was chairman, extensive plans for the entertainment of the visiting pioneers and their guests had been made and from the time the first guest arrived and the big electric sign on the public square blazened forth its message of welcome until the last pioneer departed for home the Fifth City belonged to the visitors.

Cleveland's official welcome was voiced by Mayor Fred Kohler before the great audience assembled in the new Cleveland Public Hall to hear about "The Wonders of the Science of Communication," an interesting and impressive demonstration conduced by General John J. Carty, Vice President of the American Telephone and Telegraph Company and the retiring president of the Telephone Pioneers of America, and F. A. Stevenson, Director of the Long Lines Department.



L. H. KINNARD.

Mr. Kinnard, President of the Bell Telephone Company, Pennsylvania, was elected President of the Telephone Pioneers of America for 1923 at the Cleveland Convention.

Special trains began to bring in the visitors Thursday, September 28, and by Friday morning the registration had far exceeded that of any previous convention in the history of the organization. Before the first session was called to order the number of Pioneers and their guests officially registered for the convention reached twelve hundred and the final registration was twelve hundred and eighty.

Thursday evening at convention headquarters in the Hotel Cleveland an informal social gathering was held for those who had arrived prior to the opening of the convention. A good dance orchestra was on hand and refreshments were served.

The first session of the convention was the general assembly Friday morning with General Carty presiding and delegates only in attendance. This was the first annual gathering under the new plan of representation by chapter delegates.

Officers were elected at the Friday morning session and L. H. Kinnard, President of the Bell Telephone Company of Pennsylvania was chosen president of the Pioneers. Other new officers are: senior vice president, F. A. Stevenson, Director, Long Lines Department; vice presidents, James T. Moran, President, Southern New England Telephone and Telegraph Company; J. A. Stewart, Vice President, New York Telephone Company, and E. A. Reed, President, The Ohio Bell Telephone Company.

Executive Committee for a term of one year—B. A. Kaiser, of the American Telephone and Telegraph Company, and J. E. Warren, of the Southern Bell Telephone Company.

Executive committee for a term of two years—Verne Ray, of the Illinois Bell Telephone Company; Miss Mary Miller, of the Bell Telephone Company of Pennsylvania and E. K. Hall, Vice President of the American Telephone and Telegraph Company.

The roll call of officers and delegates showed that every chapter was represented by its delegates, and that the total membership of the general assembly is sixty-eight.

The report of Secretary R. H. Starrett showed that on January 1, 1921, the membership of the Pioneers' association was 1,700. On January 1, 1922, the membership had increased to 2,363. During the present year there were 1,902 new members admitted, twenty-eight were reinstated, seventeen died or resigned, making a net membership at the present time of 4,276 representing a net gain of 1,913 for the year.

Secretary Starrett reported that since the last annual meeting the following chapters have been organized:

1. Theodore N. Vail
2. N. C. Kingsbury
3. Kilgour
4. Wisconsin
5. Empire
6. Liberty Bell
7. Central Pennsylvania
8. Rocky Mountain
9. Morris F. Tyler
10. Wolverine
11. George F. Durant
12. H. G. McCully
13. Western Pennsylvania
14. Thomas Sherwin
15. Alexander Graham Bell
16. Hoosier State
17. Hawkeye
18. C. P. Wainman
19. Casper T. Yost

Digitized by Google

The constitution was amended to provide that the fiscal year shall be from January 1 to December 31. This will enable the officers of the association to remain in office during and after the annual convention.

The Executive Committee will report at the next convention the advisability of having chapter presidents attend the general assembly meetings.



LONG LINES DELEGATION AT THE PIONEERS' OUTING IN CLEVELAND.

While the delegates were in session other Pioneers and their guests went shopping or sight-seeing in automobiles manned by Ohio Bell men and women. More than two hundred guests visited the plant of the White Motor Company where they saw motor trucks being made, enjoyed a band concert played especially for them by the White Company band and were guests of the White Company at luncheon in the plant.

Letter from Mrs. Bell

At the Friday afternoon session General Carty read to the delegates a letter and a telegram from the widow of Alexander Graham Bell. These communications commanded the profound respect of the convention. The letter read as follows:

Beinn Bhreagh
Near Baddock, N. S.

"Dear Mr. Carty,

"I am beginning to get distressed over the many statements the papers have been publishing of Mr. Bell's dislike of the telephone.

"Of course, he never had one in his study. That was where he went when he wanted to be alone with his thoughts and his work. The telephone, of course, means intrusion by the outside world.

"And the little difficulties and delays often attending the establishment of conversation in even well managed telephone circuits did irritate him, so that as a rule he preferred having others send and receive messages. But all really important business over the telephone he transacted himself.

"There are few private houses more completely equipped with telephones than ours at 1331 Connecticut Avenue, and there was nothing that Mr. Bell was more particular about than our telephone service here. For nearly all of the thirty-five years we have been here he saw personally to its proper working. We never could have come here in the first place, or continued here but for the telephone which kept us in close touch with doctors and neighbors and the regular telegraph office.

"He saw to it that we should be able to reach that at any time day or night. It was owing to this telephone system that we were able to come and stay up here this summer. Our physician lives sixty miles away in Sydney. I myself called him up at half-past five a. m. that last day; he answered immediately and all through that day the telephone served Mr. Bell faithfully and well, bringing to him one then another whom he called for. Afterwards the telegrams from all over came pouring in day and night, telephoned over without delay or mistake.

"It even accomplished what seemed almost impossible the reaching of Mr. Charles Bell at Megantic Camp, Maine. There were relays, of course, but it was done by telephone—not from one big city to another, but from one isolated country station to another—from Canada to the United States.

"Mr. Bell did like to say in fun, 'Why did I ever invent the telephone?" but no one had a higher appreciation of its indispensableness or used it more freely when need was—either personally or by deputy. And he was really tremendously proud of it and all it was accomplishing. He appreciated the honor of being the first to talk from New York to San Francisco, was awed by the wonder of its performance at that dinner at the New Willard, followed with interest its usefulness during the war and the development shown at Arlington last autumn.

"Mr. Bell's one regret about the telephone was that his wife could not use it, or follow his early work in sound. I honestly believe this had much to do with his not going on with the photophone experiments and engaging instead in aerial work the progress of which I could see as well as he.

"I shall always be so thankful that the telephone worked so well that last day—serving its father so loyally.

Yours very sincerely,

August 24, 1922.

(Signed) MABEL G. BELL."

The telegram from Mrs. Bell, which General Carty received September 26, read as follows:

"I would be very glad that you should use the letter in any way you wish, and I might add that even the little retreat deep in the woods whither Mr. Bell loved to go alone for week-ends of uninterrupted thought, was equipped with a private telephone line so that he could be immediately summoned in an emergency. I would be much pleased to have you speak of the pine, and the wreath with its beautiful symbolism, and the fragrant roses and gracing laurel and wheat which were so particularly touching.

"Among the officers at the Cleveland meeting, there may be some who in time past offered to Mr. Bell the free use of their lines when they knew he was in town. Mr. Bell declined such offers, desiring when away from home privacy impossible with the telephone near. He nevertheless was pleased by such kindly consideration.

"To few inventors indeed has so much consideration been shown through so many years by a corporation which owed its beginning to his discovery.

"When we were married, Mr. Bell gave me all his interest in the American Telephone development except one share which he kept to the end that his name might continue on the books of the telephone company, and he delighted in this bit of sentimentality.

"Will you as President please tell the Pioneers of all this. Also remind them that he attended the first meeting of their Society in Boston in 1911, making the long journey down from here for the purpose. I well remember the pleasure which his wonderful welcome gave him, and his regret that neither I nor any of his children were with him to witness it.

"Our children and I wish also to thank the Pioneers for their kind message of sympathy and flowers sent August fourth. Perhaps also we may speak of our appreciation of the beautiful tribute paid Mr. Bell's memory in that moment's hush at sunset. It would have touched him deeply."

"MABEL G. BELL."

General Carty in his address to the convention paid a touching tribute to Dr. Bell and read Dr. Bell's address at the first meeting of Pioneers eleven years ago in Boston when the inventor of the telephone said:

"This is a great day for me, the first meeting of the Telephone Pioneers of America and of the world. It gives me great pleasure to meet with you all today and yet there is a feeling of sadness about it. I am the first telephone pioneer and my memory goes back to the very beginning, and I miss the faces I remember so well—the faces of the old pioneers whom I wish were here today.

Digitized by Google

"I feel it a little presumptuous on my part to try to speak of the telephone to telephone men. You have all gone so far beyond me. Why, the little telephone system that I look back upon, what is it compared to the mighty system that goes through the whole extent of our country today? It is to you that this great telephone development is due, and I feel that it behooves me to speak very modestly of the little beginning that led to this great end.

"I cannot tell you anything about the telephone. I cannot speak to you about undulating current, intermittent current and pulsatory current. I belong to the past; you belong to the present."

General Carty reviewed Dr. Bell's career and told how the father of the telephone had predicted with amazing foresight the telephone system of the future.

Of the future General Carty said, "The grand purpose of our society, the greatest work which it can do, is to exemplify the ideals of our service, and to transmit to its future members the glorious traditions of our art. It should be our high resolve to encourage and to sustain among the men and women of the telephone system their ever-increasing zeal for the public service."

In another part of his address the general said, "Strangely enough as it may appear, the biologists were the first to appreciate the peculiar importance of electrical communications in the social organism, and to Herbert Spencer, writing more than fifty years ago, we are indebted for some analogies which have not yet been sufficiently studied either by the biologist or the engineer. In tracing the analogy between the telegraph system of his day and the nervous system of the animal organism, Spencer expressed the view that probably when the then rudimentary telegraph systems were more fully developed, other analogies would be traceable. This development has already been provided by the telephone art, and national telephone networks have now become a vital part of the social organism. I believe that the study of these networks from the standpoint of biology is destined to yield important results, and indeed, that an investigation of the remarkable developments of the automatic machinery used in modern telephone switchboards might even throw light on the mechanism of the mind itself."

In closing General Carty declared, "It is the great mission of the Pioneers and their successors and their associates among all the nations, to build up a telephone system extending to every part of the world, connecting together all the peoples of the earth. I believe that the art which was founded by Alexander Graham Bell, our first pioneer, will provide the means for transmitting throughout the earth a great voice proclaiming the dawn of a new era in which will be realized that grandest of all our earthly aspirations—the brotherhood of man."

Friday evening Pioneers and their guests went to the big public hall for the demonstration. Fourteen thousand persons assembled to hear the transcontinental roll call and incidental entertainment under the direction of General Carty and F. A. Stevenson, Director of the Long Lines Department of the American Telephone & Telegraph Company.

The hall itself was something of a revelation to a majority of the visiting telephone men and women. It is said to be the largest of its kind in the country and was crowded to the doors. So great was the interest in the demonstration that the convention committee had received more than 30,000 applications for tickets.

E. A. Reed, President of The Ohio Bell Telephone Company, as chairman of the general convention committee, opened the public hall meeting with a short talk aided by the Bell loud speaker. After a selection by the Ohio Bell male chorus Mr. Reed introduced Mayor Kohler who welcomed the visitors.

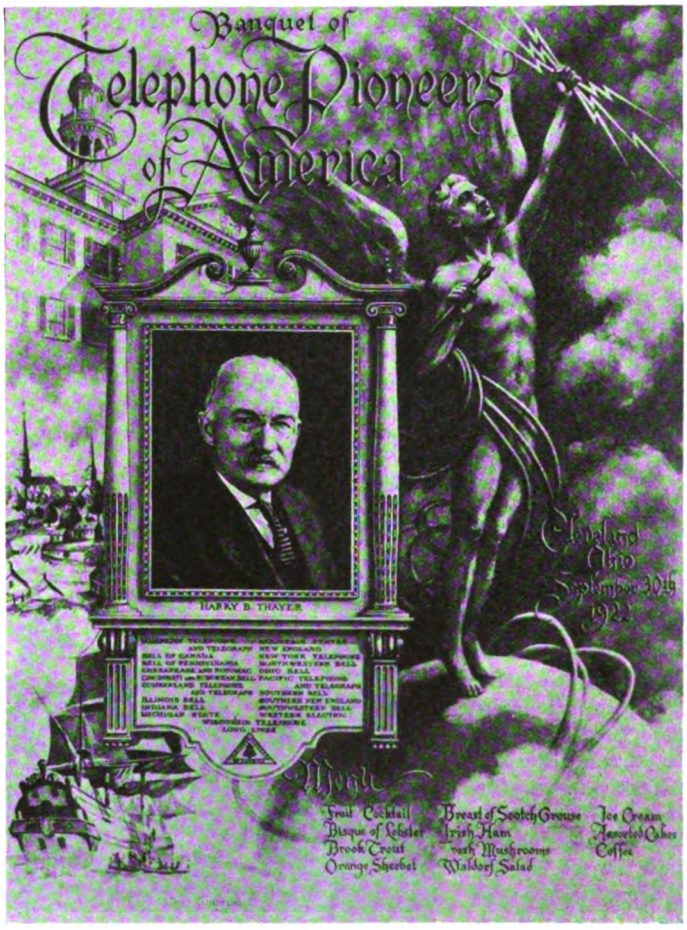
Then General Carty was introduced as the chairman of the meeting. General Carty in turn presented Newton D. Baker, former secretary of war, and president of the Cleveland Chamber of Commerce. Mr. Baker in a brilliant address, which was enthusiastically received by the audience, praised General Carty for his services in France during the war and made some impressive remarks about the future of the telephone.

Newton D. Baker Speaks

In his address Mr. Baker said: "Ladies and gentlemen, I have a sort of satisfaction in being here tonight which you probably will not suspect until I have described it to you.

"When we went into the World War we knew that one of the most important elements for the successful operation of great armies was communication. When our men were mobilized upon so vast a scale as they were in the late war, the difficulty of getting messages from one part of that wide-spread front to another may well be imagined. The enemy realized the importance to us of communication and every place a telephone office was established, became at once a center of enemy activity. And when our enemy was controlling the air with airplanes, one of their primary objects was to destroy by bomb, these outposts of intelligence.

"We realized of course, the necessity of establishing some sort of a signal system, but I think very few of us realized the even greater importance of establishing in France an independent telegraph and telephone system of our own.



PIONEER'S BANQUET SOUVENIR MENU CARD

At the banquet given to the Pioneers, each of the 1,200 guests received a photo engraved menu card as a souvenir of the event. As H. B. Thayer was present both as representing the American Telephone and Telegraph Company and as a past president of the Pioneers, the committee on arrangements thought it would be peculiarly fitting to design the souvenir to do him honor.

In the center of a card about eighteen by twelve inches is a portrait of Mr. Thayer surmounting a tablet bearing the names of the Associated Companies constituting the Bell System. The artist, Charles Sindelar, shows in the lower left hand corner of the card a picture of the Mayflower, which brought the founder of the Thayer family to America. Above is a sketch of the little Vermont town of Northfield where Mr. Thayer was born, and in the upper corner the belfry of Dartmouth College, his alma mater.

On the right is a conventionalized drawing of a winged figure, standing tip toe on the earth with thunderbolts, torch and cable, suggestive of the statue, the Spirit of Electricity, which surmounts the Bell System headquarters building in New York.

Digitized by Google

"When that need was realized General Carty, Vice President of the American Telephone and Telegraph Company, in charge of Development and Research, instantly volunteered his services. He is the greatest expert in America on that subject. For some reason which I cannot now recall, but for which I suppose I must hold myself responsible, he was made a brigadier general, instead of a major general. He should have been a major general—not only because he was followed into the service by a full division, which is a major general's command, of the employees and agents of the American Bell Telephone Company, but because the services he performed were major services.

"I am sure you recall that we went into the war in April of 1917 and that the war ended by the Armistice on the eleventh day of November, 1918. During those very few months when we were busy shipping two million men and training another two million, and doing all of the very large—unprecedentedly large—physical and material things which were required to be done for an effort of great magnitude, General Carty and his signal service men in France, did almost unnoticed a thing which is quite without parallel in the history of science and material achievements. He built a telegraph and telephone system extending all over France, operating 282 separate and independent telephone exchanges, a very large number—perhaps 170 or 175 telegraph stations—erecting our own wires for the major part, to operate those, and extending them even to England by cables under the English Channel, so that the American Army in France was not dependent upon the facilities which France was able to supply to us, but had its own facilities. Indeed in that, and many other regards our army in France was simply a portion and section of the great industrial and scientific life of America, transferred temporarily to foreign soil.

"I am sorry for this reason only, that there is no remnant left in me of the power that once was there as secretary of war. If there were any such remnant of power left in me I should tonight promote General Carty from brigadier general to major general.

"I have not that power, but you have it in your power to adopt him, as I long have adopted him in my affections, into your affections, as a man who brought the very highest scientific attainments, elevated by the most energetic patriotism into the service of the country.

"I pay two tributes tonight; one a personal tribute, which I delight to pay to my associate, General Carty; and I pay the other tribute to Alexander Graham Bell whose spirit is hovering over us this evening, and to those Pioneers who were associated with him in the development of this great instrument of civilization and I close what I have to say by expressing the fervent hope, in a prayer that these great agencies of science may really work out their final and beautiful result in drawing men so much closer together in this world that the misunderstanding and injustice will be put to flight and that with them to aid us we can face a future in which justice will prevail and in which peace, the daughter of justice, will be our common legacy and prosperity and a better lot for mankind the common heritage of the children of men."

Following a vocal solo by little Miss Almo Tee of Cleveland, General Carty began the demonstration. In a preliminary talk he said it didn't require a great stretch of imagination to foresee the day when a speaker "could make an address in a hall like this and be heard in every corner of the world."

Transcontinental and Loud Speaker Demonstration

As General Carty called the roll of stations on the transcontinental line, every answer could be heard distinctly in all parts of the hall by means of the amplifying powers of the loud speaker.

Starting with Beaverdam, one by one the stations west of Cleveland answered—Chicago, Davenport, Omaha, North Platte, Denver, Rawlings, Salt Lake, Winnemucca, Sacramento and San Francisco. Then after a few words with H. G. Bates of the Pacific Telephone & Telegraph Company at San Francisco, General Carty called in turn Pittsburgh, Harrisburg, New York, Philadelphia, Richmond, Salem, Denmark, Jacksonville, West Palm Beach, Key West and Havanna, and the string of small lights on a map of the United States which visualized the various stations on the 5,800 miles of telephone line was complete from San Francisco to Havana.

As General Carty called Havana and the reply from the Cuban capital came back loud and distinct there were cheers from the audience.

General Carty talked with C. A. Caldwell, chief engineer of the Cuban Telephone Company at Havana, then with Mr. Bates at San Francisco, asked each the time and inquired about the weather. Then Mr. Caldwell at Havana talked with Mr. Bates at San Francisco. The Bell loud speaker enabled the vast audience to hear every word of their conversation.

Miss Betty Bates, daughter of Mr. Bates, played a violin solo in San Francisco and the audience in Cleveland applauded heartily. Mr. Bates thanked the audience for the applause.

The transcontinental demonstration ended after General Carty said good-night to all the stations and a bugle in San Francisco sounded taps.

Saturday was play-day for the Pioneers. Starting from convention headquarters at the Hotel Cleveland at ten o'clock in the morning the party journeyed to the Cleveland Yacht Club for an outing.



THEY HELPED ENTERTAIN THE PIONEERS AT CLEVELAND

Top row, left to right—Miss Mattie McCormick, Miss Bertha Hull, Arthur Gedney, Miss Sadie Woods, Miss Ethlyn Rump.
Bottom row—Miss Mary Woods, Miss Mayme Goodman, Mrs. Catherine Moore, Miss Mary McGrath, Mrs. Julia Birdsall.

On the Yacht Club Island, in the beautiful canyon of Rocky River, the Pioneers enjoyed themselves immensely. Lake rides on beautiful power yachts, games, contests, the midway with its fortune tellers and other attractions, the swimming exhibitions—all drew many visitors. At noon the Pioneers were guests of the Western Electric Company at luncheon, Charles G. DuBois, President of the Western Electric, and L. A. Davies, manager of the Western Elec-

Digitized by Google

OTHER PICTURES TAKEN AT THE PIONEERS' CONVENTION ARE PRINTED ON PAGES 24 AND 25.

tric Company's Cleveland telephone house, acting as hosts.

Officials in Kiddie Kar Race

Among the contests at the outing the Kiddie Kar race for presidents proved to be the most "thrilling." Careening across the lawn, five kiddie cars manned by W. S. Gifford, Vice President of the American Telephone and Telegraph; L .B. McFarlane, President of the Bell Telephone Company of Canada; W. R. Abbott, President of Illinois Bell Telephone Company; Judge Franz Kuhn, President of the Michigan State Telephone Company and President E. A. Reed of The Ohio Bell made it nip and tuck until Mr. Gifford pushed his "steed" ahead and won first prize—a silver "pocket piece." With mock dignity and a courtly manner Mr. Thayer presented the prize to the winner while spectators applauded.

The banquet at Masonic Hall started at seven o'clock Saturday evening, with 1,300 persons seated at tables in groups of eight. A unique and attractive souvenir menu was received by each person at the banquet on which was a picture of Mr. Thayer, various scenes reminiscent of his career and a reproduction of the Spirit of Electricity which tops 195 Broadway. Pioneers were guests of the American Telephone and Telegraph at the banquet.

After the banquet all adjourned to the auditorium to see the "Pioneer Revue," another convention surprise and success. Preceding the revue visiting Pioneers and guests saw themselves as others see them when motion pictures taken a few hours before at the Yacht Club outing were reproduced.

The revue was staged in a manner that would bring praise to a professional production. The Ohio Bell male quartet and the Ohio Bell orchestra assisted in the performance which included a number of amusing acts by Ohio Bell workers. The main part of the revue "Back from '76 to '22" was a beautifully costumed skit in which Ohio Bell girls in songs and dances appeared in three episodes, first in costumes of '76, next in 1900 dress, with Gibson girls, bicycle girls and "ten piece bathing suit girls." The last episode brought forth "flapper" girls in sweaters and short skirts. The Ohio Bell Telephone Company employees were highly complimented by the visiting Pioneers for the excellence of the revue.

Numerous committees worked to make the big convention a complete success. The transportation committee maintained a general automobile service night and day for visitors. Ohio Bell Telephone workers in Cleveland to the number of one hundred forty-six volunteered their automobiles and their services as drivers and were ready for any service at all hours.

In charge of the plans for the convention was a general committee, with President E. A. Reed as chairman, and consisting of C. P. Cooper, Vice President and General Manager; John Uprichard, Vice President and General Auditor; C. L. McNaughton, Secretary and Treasurer; G. A. Kositzky, Chief Engineer; W. T. Teague, General Superintendent of Plant; R. Eide, General Superintendent of Traffic; W. G. Barry, General Commercial Superintendent; D. H. Morris, Assistant to Vice President; R. G. Pate, Assistant to President; H. O. Leinard, Frederick Uhl, of the Long Lines Department, and L. A. Davies, of the Western Electric Company.

Chairman of the sub-committees were: S. C. Moule, Hotels; L. W. Layton, Entertainment; H. O. Leinard, Transportation; F. B. Brett, Men's Reception; Miss Mable C. Hiller, Women's Reception; F. B. O'Bleness, Printing and Publicity, and R. F. Bunyan, Decorations.

General Carty, F. A. Stevenson, R. H. Starrett, secretary of the Telephone Pioneers of America, B. A. Kaiser and many others also deserve much credit for the success of the convention.

Officials Meet in Cleveland

FOLLOWING the meeting of the Telephone Pioneers of America in Cleveland September 29 and 30, a number of the officials of the associated companies remained in the city for a brief conference on employee and public relations, over which E. K. Hall, vice president of the American Telephone and Telegraph Company, presided.

In addition to Mr. Hall, the meeting was attended by the following members of the personnel group and guests: W. E. Wickenden, assistant vice president of the American Telephone and Telegraph Company; W. A. Griffin, H. O. Leinard, M. T. Reuse and W. K. Holland, assistants to the vice president, American Telephone and Telegraph Company; T. J. Feeney, assistant to the president, New England Telephone and Telegraph Company; T. P. Sylvan, vice president, New York Telephone Company; P. C. Staples, vice president, The Bell Telephone Company of Pennsylvania; M. H. Buehler, vice president, The Chesapeake and Potomac Telephone Company; J. E. Warren, assistant to the president, Southern Bell Telephone Company; W. D. Moore, general plant manager, Southern Bell Telephone Company; L. D. Sharp, secretary, E. B. F. Committee, Southern Bell Telephone Company; B. T. McBurney, vice president, Cincinnati and Suburban Bell Telephone Company; F. L. Thomas, assistant to the president, Indiana Bell Telephone Company; H. W. Bang, assistant to the president, Illinois Bell Telephone Company; J. T. Sheafer, assistant to the president, Michigan State Telephone Company; Franz Kuhn, president, the Michigan State Telephone Company; W. J. O'Conner, assistant to the president, the Southwestern Bell Telephone Company; John O'Day, vice president and secretary, the Wisconsin Telephone Company; L. M. Holliday, assistant to president, Northwestern Bell Telephone Company; J. E. MacDonald, secretary and treasurer, Mountain States Telephone and Company; John Kearn, superintendent of collections, Pacific Telephone and Telegraph Company; D. H. Morris, assistant to the vice president; W. T. Teague, general superintendent of plant; R. Eide, general superintendent of traffic; W. G. Barry, general commercial superintendent and N. Anderson, secretary E. B. F. Committee, all of The Ohio Bell Telephone Company.

Quarterly Report of A. T. & T. Company

ACCOMPANYING the quarterly dividend checks received October 16 by stockholders of American Telephone and Telegraph Company was the following interesting statement by President H. B. Thayer:

The demand for telephones grows faster than our population. It is an intensive growth; an increasing percentage of the population is seeking telephone service. It is a function of the American Telephone and Telegraph Company to study the future requirements for telephone facilities and to coöperate with the Associated Companies of the Bell System in provision for adequately handling the new business as promptly and economically as possible.

To take care of new telephone business, approximately $175,000,000 worth of new telephone plant—consisting of land, buildings, switchboards, cables, toll lines, and telephone instruments—is built by the Bell System annually. These new telephone facilities mean additional revenues and increase the value of the service to all telephone subscribers by increasing the number of people with whom each subscriber can talk.

In view of the needs of the business, your Company offered to its stockholders of record on September 8, 1922, additional stock in the proportion of one share of new stock to five shares of stock then outstanding. As stated in advising such stockholders of the details of this offer, this substantial issue makes any further issue of stock to stockholders improbable for a considerable period to come.

Below is a statement of the earnings of your Company for the first nine months of this year as compared with the first nine months of last year.

H. B. THAYER, *President.*

Digitized by Google

PETE GIVES SOME LOW-DOWN INFO ABOUT THE PIONEERS' CONVENTION

Chicago, October 13, 1922.

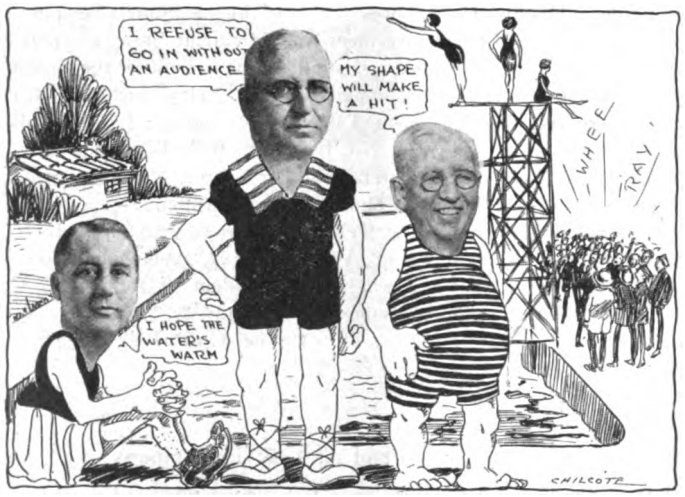
DEAR BILL·

When I promised to remember and tell you all about going to Cleveland with the Pioneers this year, I didn't figger up all I had let myself in for. It was a nice trip all right, splendid, and the weather O. K. Them birds down there treated us grand. You just ought to of ben there.



W. R. A. ON HIS KIDDIE CAR
Posed especially for this magazine.

Us guys from this side of the map went on a train the railroad folks fixed up on purpose for us, only they was'nt everybody satisfied with where they was to sit at, when their dogs got so tired from weavin' around that they had to sit down. It seems they wanted to make up a pink ticket on the way the seats was drawd, because the men with no family responsibilities was put into one box car like they had the small pox, and the singles among the women being put into another. This was did in order that the ladies wouldn't be suffocated by the smokes of the men. And in the married couples' cars, the wives was separated from their husbands on account it was this way: you see, Mr. Abbott said there should be no card playing on the train and so there was plenty. Keeping those fellas away from a card game is like keeping a lion away from raw meat.



THERE WAS A FLOATING CONTEST
"Verne Ray he wore a lady's bathing suit, green with a red collar. Bill Maiden looked just like a kewpie, and Mr. Bone was in it, too."

Ned Bangs was tellin' me that going down on the train A. P. Allen come along and took his meal ticket away from him. For a spell it was a question whether or not Ned was going to get anything to eat without it.

In Cleveland, a bunch of us wanted to see the White Motor Works which I thought was jes a pleasure trip, when Andy McGee tips me off that J. G. Wray has got his dinner coat on his arm. Further investigation by the Claims Department representative gives us the dope that J. G. didn't even know he's got his dinner coat, believing all the time he picked up his spring bennie when he started. When we all find its a mistake, everybody including Harry Mott says they didn't wear those waiter coats at 10 o'clock in the morning anyway, even in Cleveland.



ON THE PIONEER SPECIAL

Pop Warner thought sure somebody was trying to put sumpin over on him at General Carty's loud speaker entertainment, and that they was sumbody back stage doin all that talkin and fiddlin. When they gets Havana and San Francisco talking together, it was great, but when the fellow at Chicago answered "Hello, General Carty," Pop yelled "Who is it?" because he things all the Chicago folks is in Cleveland at the time.

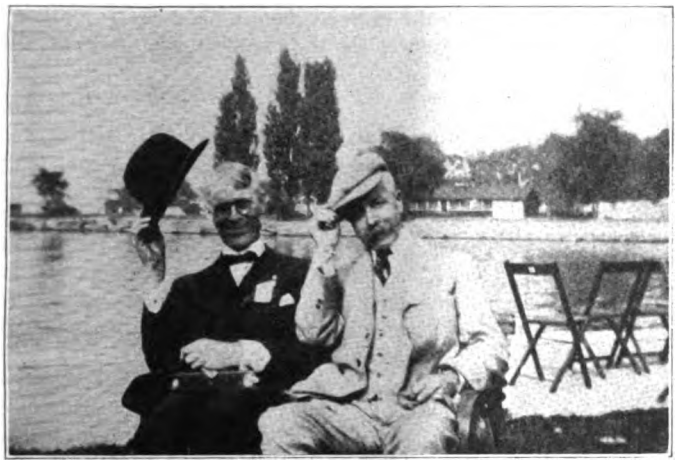
At the pleasure exertion which the Western Electric Company giv us at the Yot Club, the Illinois crowd was having its picture taken with a camera which goes around in a circle. Some brite guy suggested it so's the Chicago fellows who went without



ILLINOIS GROUP AT THE PIONEERS' CONVENTION IN CLEVELAND

—L

Digitized by Google



NED BANGS OF THE ILLINOIS BELL AND MAJOR MACKENZIE OF THE NEW YORK TELEPHONE COMPANY AT ROCKY RIVER, CLEVELAND.

their wives could prove that they was in Cleveland, and believe me there was a big sale for them pictures. Anyway, Harry Mott he stood in the picture at one end and then sneaks himself around and gets in the picture at the other end. There he is twicd in the same picture when once would of ben too many. Seems a crime to spoil a perfectly good picture that way.

There was a floating contest, and Verne Ray he wore a lady's bathing suit, green with a red collar. Bill Maiden looked just like a kewpie, and Mr. Bone he was in it, too. Nobody watched em much because there was so many nice girls around in bathing suits.

Then they put over a stunt of handcuffing a man and nailing him into a box and tying a rope around the box. When they pulled the curtain, he was out of the box. They picked Bill Kinsley for one of the investigators because he looked like a fellow what could tell a good lie; but, heck, he's always on the job looking for trouble and he up and thinks its his dooty to tell how it was worked, while the Cleveland people just about choked him to death trying to shut him up.

That there kiddie kar race for presidents was just about the neatest thing I ever seen. Our own president, he rid in it with great E clat. The moving pitcher folks made a full close up and run fifty feet of film, but Mr. Abbott run about six feet before he dumped over. He claims a foul by the president of the Ohio Company, but the moving pitchers show no reason for running the race over again. Anyways I don't think one of them contestants would be agreed to be showed up again.

Taking it buy and large (for the Pioneers owned the hotel by the time everybody got there), I had such a swell time that I keep braking into verse almost constant. Hows this:

The ladies were with us.
God bless them!
Moore (not less) seemed to lead them,
Young (not old) and others I'm told
Whose names you can probably mention;
Hyatt, Langan and Binmore.
In all they perhaps numbered three score.
The occasion was blessed,
By these girls and the rest.
Let us hope they'll attend next convention.

Katie had a little band,
Its tone was soft and low;
And everywhere that Katie went
That band was wont to go.
It followed her to Cleveland,
Played all tunes on request
And never felt embarrassed
For it always did its best.

That Band inspired Mister Depiester and A. Percy Hyatt to render a duet, for that Band would drive anyone to anything.

Vic Lanestrem, they say, went to Cleveland one day
He ordered a room with a bed.
He arrived there in state, but sad to relate,
Was offered show cases instead.

I tried these on the wife and she says the're good, but don't let Irwin or Friganza see this poetry or they'll want me writing for the BELL NEWS. I got a regular job and I don't want to start this poetry stuff.

Yours respectfly,

PETE.

Pioneers Praise Chicago-Cleveland Train Service

ONE of the most pleasant recollections which pioneers who went to Cleveland have is the memory of the excellent train service which was furnished them by the New York Central between Chicago and Cleveland. The train was run as an extra section of one of the New York Central's fast Chicago-New York trains and maintained its time schedule from Chicago to Cleveland.

The pioneers also were high in their praise of the meals served while en route. Two dining cars were used and allowed the delegation to be fed in record time in "shifts" of sixty each, thirty to a car. The table d'hote meal was voted a very excellent one by everyone, both as to quality and quantity of the food and the character of the service.

On the way to Cleveland the train consisted of ten cars—a club car assigned for general use; three Pullman cars, one for the unmarried men or those Pioneers traveling without their wives, one for the unmarried ladies and the third for the use of the Omaha delegation; two diners, three parlor cars and one parlor-observation car in which four cars the rest of the party was distributed. On the return trip practically the same arrangement was followed with the exception that one of the Pullman



OBSERVATION PLATFORM OF THE PIONEER SPECIAL AS IT LEFT CHICAGO.

Digitized by Google



TWO WELL KNOWN PIONEERS
Mrs. Catherine Moore and W. R. Abbott.

cars was left off, due to the fact that the returning passenger list was smaller. Passenger agents were assigned by the New York Central to travel with the special train on both the going and return trips, and these men, J. P. Haggerty, Chicago to Cleveland, and F. H. Baird, Cleveland to Chicago, spared no efforts to see that the pioneers were comfortably taken care of at all times.

Railroad tickets were obtained by A. G. Francis, subscribers' agent for railroads and transportations, and delivered to pioneers at Mr. Francis' office. Mr. Francis was also chairman of the committee on transportation and arranged with the New York Central for the train service. Clare Hartigan, assistant passenger agent at Chicago for the New York Central, handled the details of the special train for the railroad company and has been praised very highly by Mr. Francis for the excellent way in which the matter was taken care of.

Japanese Telephone Man Says Our Service Is Better

MR. N. SHINMYO, Director of the Tokyo Central Telephone Offices, spent some time in Chicago last month.

Mr. Shinmyo admits regretfully that the worst that is said about the telephone system and the telephone service in Japan is about true. The Tokyo office is ten years behind in meeting the demand for service. The service is not good. The operators are mostly very young girls who are not to be compared in efficiency with the American telephone girl.

The Japanese telephone equipment is of American design and works well, but the extent of the system is grossly inadequate and there is little likelihood that it will become so for many years. The service is operated by the government as a part of the Bureau of Communications which also has charge of the telegraph and the postal service.

What This Country Needs

WHAT this country needs isn't more liberty, but less people who take liberties with our liberty.

What this country needs is not a job for every man, but a real man for every job.

What this country needs isn't to get more taxes from the people, but for the people to get more from the taxes.

What this country needs is not more miles of territory, but more miles to the gallon.

What this country needs is more tractors and less detractors.

What this country needs isn't more young men making speed, but more young men planting spuds.

What this country needs is more paint on the old place and less paint on the young face.

What this country needs isn't a lower rate of interest on money, but a higher interest in work.

What this country needs is to follow the footsteps of the fathers instead of the footsteps of the dancing master.—*St. Paul* (Minn.) *Crescent.*



CENTRALIA HIGH SCHOOL GIRLS WHO DELIVERED TELEPHONE DIRECTORIES
This group of twelve girls, assisted by three boys, delivered 3,100 books in one day.

Digitized by Google

LOOKING FORWARD

By A. R. Bone
General Commercial Superintendent, Illinois Bell Telephone Company

This article—Looking Forward—was the talk given by Mr. Bone at a meeting of the Illinois Telephone Association, which held its annual convention in Peoria on October 3, 4 and 5.

LOOKING FORWARD is the subject which has been assigned to me and I am free to admit that it would be much easier for me to talk about the things that have happened in connection with the business in which I have been engaged all my life than to prognosticate as to the future. Some of us can remember when ox-carts were still in use and to the time when the telephone was unheard of. We all like to reminisce, and some of the happenings of our earliest connection with the business bring back the most pleasant recollections. Well do I remember my first job in the telephone business, when I was a lad of thirteen, as night operator in my father's exchange. While attending school I successively devoted my spare time and vacation time to learning various phases of the business as it was then conducted, such as the ground-man's job or the grunt's job, line work, repairman's multitudinous duties, installing, collecting, soliciting new business, and hardest of all, in that day, the job of trying to make the subscribers believe the service was worth anything at all, or if they did think it was, to get them to admit it. Even with the trials and tribulations, those were happy days. The love engendered in me for the business and the friendships made with others in the game during those early days are experiences which I am glad I have had.

In our moments of relaxation we are wont to say, "Backward, turn backward, O time in thy flight, and make me a child again just for tonight"—but the dream of the poet is just as impossible of accomplishment today as it ever was. Yesterday and all the accumulated yesterdays, and the months and the years, are gone forever and cannot be recalled.

Experience is the one thing we have from the past. It is of great value to us if we use it in analyzing our successes and failures. By reflecting on the past we can successfully plan for the future so that our achievements may be better and bigger and broader. We may, if our reflections in respect to the things of the past are directed along proper lines, permit ourselves with profit and pleasure to dream dreams and see visions of the future.

I look forward to the time when all the telephone companies in the state will always feel free to be frank in their dealings with one another, have confidence in one another and work together in a spirit of cooperation and harmony, friendliness and helpfulness; in that spirit of one-for-all and all-for-one, which will redound to the credit of the business as a whole and be of benefit to all the individuals engaged in furnishing telephone service, and thereby be reflected in the service rendered to the public.

To do things better tomorrow than they were done today is worthy of our best thought and effort. Admitting that perfection is not attainable, still, nevertheless, perfection is one of the things worth striving for and anyone who does so profits in degree as did those referred to by the great immortal, Henry Wadsworth Longfellow, who said: "The heights by great men (and we have had some great men connected with our business) reached and kept, were not attained by sudden flight; but they while their companions slept were toiling upward in the night." Still another bit of his sentiment has a bearing on the same thought, viz.: "Lives of great men all remind us we can make our lives sublime, and departing leave behind us footprints on the sands of time."

Considered from the standpoint of individuals or of companies, we all have that desire to do well and to have the good opinion of our fellow-men. In looking forward I have a vision of the time when every telephone man and woman will be so much in love with the work they are doing that they will be sorry to see the day's work draw to a close and delighted with the prospect each day of beginning another day of service to the public and to their fellow-men; to the time when each and every employee will do with his might whatsoever his hand finds to do in a happy, cheerful, loyal, friendly, helpful, coöperative manner, so that all classes of patrons—the rich and the poor, the prominent and the obscure, the educated and the ignorant—will be pleased with the contact with us and feel that we are serving them, not because we are paid to do it but because we love to do it.

Satisfactory public relations, synonymous with a good name, are rather to be chosen than great riches. I look forward to the time when every transaction with the public by an employee will be so well handled that the customer will in no case ever have cause for believing that any other motive guides our actions than that inspired by a desire to serve well in all little things as well as in big ones, and feel that the employee is really and truly a friend. I also look forward to the time when each individual employee, with our friends the Rotarians, will implicitly believe in that adage, "He profits most who serves best."

I also look forward to the time when no newspaper because of the heat of a political campaign, or for any other reason, will ever see fit to take an undeserved fall out of us in order that someone may have an issue on which to conduct a campaign or to be used for some selfish motive; but rather that we shall always merit and always receive commendation for acts and services well performed. A well conducted telephone utility expects and is entitled to fair treatment from the newspapers.

An editorial under date of September 14, 1922, in the Libertyville (Ill.) *Independent*, which I am pleased to quote, merely for the purpose of illustration, is a type of the kind of press

MR. BONE'S FOREWORD

Before starting his talk at Peoria Mr. Bone said:

"I wish to take this opportunity, because of the presence of such a large number of young women from the Traffic Departments of the companies represented—chief operators, supervisors and operators—to pay my respects to the telephone operator.

"I know of no class of people who deserve our respect and admiration in greater measure than does the operator. She always desires to serve the best she may. She is on the job all the time. The operator answers the calls that our subscribers make during the day, at night, on Sundays and on holidays. Did anyone ever hear of an operator who in case of fire left her post of duty at the switchboard before being compelled to leave by the heat or smoke; or of an operator who didn't remain at her switchboard during a flood until the rising water put the apparatus out of commission; or of an operator who didn't do her best in a case of serious accident or sickness to get a physician to the side of the helpless one as quickly as possible. In any emergency she rises to the occasion in an efficient, heroic, self-forgetful manner. It may not do you young women who are present here today much good to hear my poorly expressed praise of that type of employee whom you represent, but it does me a great deal of good to think the thoughts that have inspired the words. I would be glad if I could express my sentiments as I feel them in my heart."

Digitized by Google

comment we look forward to—encouraging, commendatory, truthful and fair. The editorial to which I have referred is as follows:

Heroes of the Day—Our Constant Friends

Rev. George Craig Stewart, D. D., rector of St. Luke's Church, Evanston, in *The Visitor*, in a tribute to telephone operators, says:

"Number, please: Uncrowned heroines of patience, gentleness, courtesy—these are our telephone operators. To sit for hours, saying 'number, please' in a pleasant voice; to give ever that soft answer which turneth away wrath; to suffer fools gladly when they bawl a number into your ear or put the baby to the mouthpiece to hear the baby babble; to say quietly, 'no party on your line now,' knowing the receiver will be slammed at you: to be yelled at, howled at, denounced and derided, and yet to remember always that you are a public servant and never to lose your temper—some job.

"It is easy to criticize, but I wonder if there is any public service superior to our telephone service. And would we not do well to remember that these girls who serve us are sisters, daughters, young women of exceptional ability and charm. They must be to keep their positions. 'Number, please,' they say, but I'll venture they have your number and mine."

My reference to the editorial which I have just quoted calls to my mind another one which I read a short time ago in the Rockford (Ill.) *Star*. Because of certain statements presented in this editorial, as well as because of its usefulness in further illustrating the point which I trust I have already made, I also desire to quote it:

Democratic Corporations

"Announcement of the ownership of the American Telephone and Telegraph Company shows a remarkable change in the character of American corporations. This 'trust' now has more than 200,000 stockholders or owners, and the average number of shares held by them is only twenty-eight. There is no individual owning as much as 1½ per cent of the stock.

"The same situation exists, though not in quite so marked a degree, in the case of the Pennsylvania railroad, the United States Steel Corporation and many other great business combines. In fact, it is now the rule rather than the exception that a corporation is owned mainly in small blocks of stock held by people of moderate means.

"Thus the 'trusts' take on a new aspect. 'Big business' is being democratized along with everything else.

"This fact doubtless accounts to a great extent for the more fair and democratic business methods that have come into vogue in recent years and for the greater popular feeling of friendliness toward corporations. Such high-handed practices as are still found here and there are due mainly to an excess of zeal on the part of officials trained in the old school rather than to owners of a controlling interest.

PINK TICKET CONTEST IS ON

STORIES in the BELL TELEPHONE NEWS Pink Ticket Contest must be in the hands of the Contest Editor by the twenty-fifth of this month. No stories can be accepted after twelve o'clock noon, Saturday, November 25.

Any Illinois Bell employee who has filed a Pink Ticket is eligible to write a story about it for this contest. Stories may be entered for each Pink Ticket filed and each story will compete for a prize. Awards will be made as follows:

First prize	**$ 25**
Second prize	**15**
Third prize	**10**
Fourth prize	**10**
Fifth prize	**10**
Sixth prize	**10**
Seventh prize	**5**
Eighth prize	**5**
Ninth prize	**5**
Tenth prize	**5**
Total	**$100**

The articles will not be judged in any way upon literary merit. Just state the reason for filing the Pink Ticket, what happened and any comment the subscriber may have made. Stories must not contain more than 500 words.

Act now! Send your story to Contest Editor, BELL TELEPHONE NEWS, 212 West Washington street, Chicago.



P. B. X. OPERATORS WHO VISITED CHICAGO CENTRAL OFFICES

Front row, left to right—Miss Frances Carlson, Wisconsin Lime and Cement Company; Miss Bernedette Gallagher, Edison Electric Appliance Company; Mrs. Vernie Roberts, Hotel Washington; Mrs. Esther Peterson, John Sexton & Company; Miss Lucille Smith, U. S. Gypsum Company; Miss Isabelle McGinnis, Chicago Surface Lines; Miss Hazel Liska, Jones and Baker; Miss Esther O'Donnell, Marquette Cement Company; Miss Louise Greiner, Jones-Laughlin Steel Company.

Back row—Miss Marie Selby, Evanston Hospital; Miss Irene Ford, K. R. Beak & Company; Miss Elsie Miller, Manz Engraving Company; Miss S. Woods, P. B. X. Instructor; Miss Mabel Dennison, John Sexton Company; Miss M. Donahue, P. B. X. Instructor; Miss Clara Boersma, American Can Company; Miss Ida Jenkins, McNulty & Company; Miss Margaret Kilgallin, Cook County Hospital.

Digitized by Google

"The typical corporation of today, owned by the people and ultimately directed by them, while it wants to make a satisfactory profit, nevertheless aims at public service rather than a ruthless collection of all the traffic will bear. And the more corporate ownership is spread out in a multiplicity of small holdings, the more this wholesome tendency will show itself."

The editorial which I have just quoted presents one additional suggestion which I can use in addressing my subject, viz., Stock Ownership.

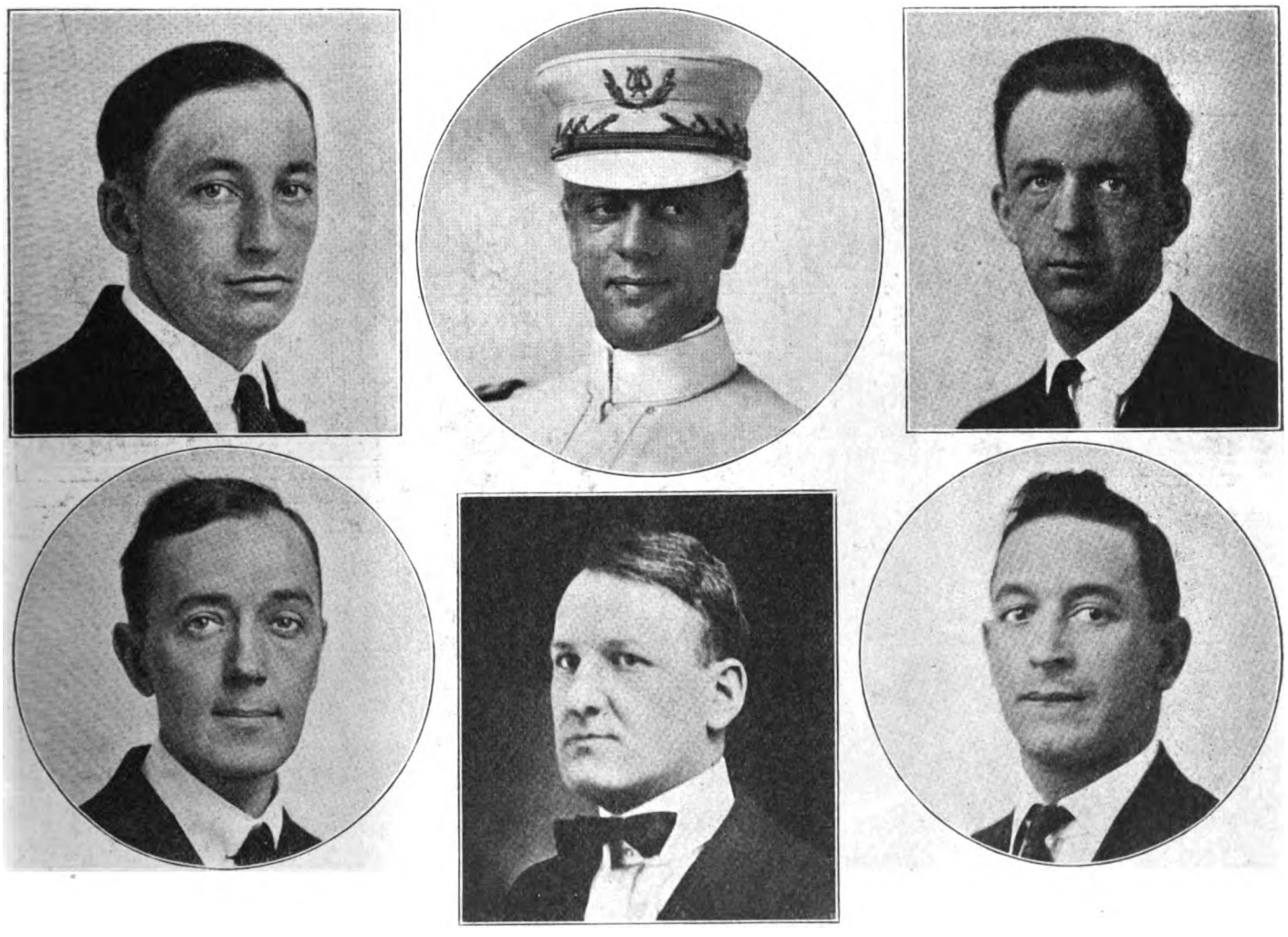
Wants Every Subscriber a Stockholder

I look forward to the time when every telephone subscriber will be a stockholder in the company which serves him. It is my belief that the telephone companies of Illinois possess, in a large measure, the goodwill and support of the people of this state. This confidence and coöperation has been built up and strengthened through years of close business relations, fair dealing and frankness. It is a tremendous asset. As Mr. E. K. Hall, Vice President of the American Telephone and Telegraph Company, has so well said, the four "C's"—CONTACT, CONFERENCE, COÖPERATION AND CONFIDENCE—are the essential qualities necessary for satisfactory industrial relations. A fifth "C"—COURTESY—should be added to include satisfactory public relations. So also are they necessary if we are to interest our subscribers in the direction of having them become stockholders.

The success of the telephone utility depends upon the measure of goodwill of the community which it can get and hold. We must give the best and broadest service possible. We must provide a service which will not only keep pace with the growth of the state, but also with the constantly increasing use of the telephone. We must make our charges low enough to enable every person who ought to have a telephone, to have one, and at the same time we must earn enough to attract capital to take care of this growth. To earn more than is necessary to maintain and extend the service would evidence poor judgment and in the end would be bad business for our stockholders; to earn less would be an injury to the public. There must be no waste. The best brains we have must be applied increasingly to effect economies in construction, maintenance and operation. We must struggle unceasingly for better service and lower rates, but in the interest of the public, as well as of our stockholders, we must resist every misconceived attempt to decrease rates to a point which would make it impossible for the telephone utility to keep up and give the best service anyone knows how to give. We cannot have fat years and we must not have lean years.

The people depend upon the telephone utility for one of the great national services—the one entering most intimately into their domestic and commercial affairs. We must continue to extend that service to meet the requirements of a growing population and a growing use. We must continue to promote and develop the progress of the art upon which that service depends. It must always be a satisfactory servant of the people.

If these statements are true, and I believe all of you will agree with me that they are, it seems to me that it would not be difficult for any of us to get our patrons to become financially



NEWLY ELECTED COMMITTEE OF THE BELL TELEPHONE BAND IN CHICAGO
At the top in the center is E. B. Moebius, Director and Founder of the band. Upper left is Joseph G. Weichert; upper right, Joseph P. Wilson; lower left, W. B. Kirby; lower center, Walter P. Frash; lower right, Alfred S. Mariotti.

Digitized by Google

interested in the business. If we do get them represented in large numbers in this manner, then we also get their support in thwarting misconceived attempts on the part of anyone to decrease rates to a point which would make it impossible for us to keep up and give the best service anyone knows how to give.

When one begins talking about coöperation he has opened up a subject which could profitably be dwelt upon for a much larger time than is allotted to me on your program today, but because of its importance in connection with successful telephone operation I cannot refrain from saying that I look forward to the time when there will be one hundred per cent coöperation between all parties to a telephone call, viz., the person calling, the telephone company and the person called.

Speaking of coöperation reminds me of a little story: A farmer was one day driving a team of horses attached to a cultivator, and a stranger stopped to look on. "Your horses work well together," said the stranger. "Yes," replied the farmer, "one is willing to do all the work, and the other is willing to let him." This is a sample of negative coöperation which is not infrequently seen where others are struggling to make the positive or real coöperation a success.

The telephone companies are constantly making improvements in practices and methods, and errors for which they are responsible have been reduced to a minimum, but there is much evidence to indicate that enough educational work has not been done by the companies in the direction of educating their patrons in respect to the best methods they should use in order to obtain a maximum of efficiency, benefit and satisfaction from the use of the service. There are correct ways of making and answering telephone calls which result in much more satisfactory service to both the person making the call and the person receiving it. Clear enunciation, the giving of the right number obtained from the last issue of the telephone directory instead of from a hazy memory, with a number like "3596" there are two dozen different combinations possible in the way of transpositions; telephone manners or courtesy not merely between the subscribers and the operators but between the subscribers themselves and between their employees. All of these things and many others that could be mentioned are essential for the best results. Another editorial has a direct bearing on telephone manners and I want to quote it. It appeared in the Maywood (Ill.) *Herald* on September 15, 1922. and is as follows:

Answering the Telephone

"Many men in answering the telephone remind one of the attitude of a bulldog greeting a stranger. They snarl, even if they don't show their teeth, and snap withal as if resenting intrusion on the part of those who would transact business with them. Those men should not be in business and neither should they have a telephone to answer.

"The criticism is in many instances justifiable. Men say things over the telephone they would not say face to face with other men with whom they do business. They give short answers and show a degree of irritation that not infrequently loses business for them or makes enemies for their institutions.

"Why should this be so? Why should not a man be courteous in his speech over a telephone as when talking directly to another? The answer to these questions, if followed in practice, would make for a much needed reform in telephone conversation, and incidentally would save the day for many a person."

We not only owe it to our subscribers to give them the best service anyone knows how to give, but also to teach them and



EDUCATIONAL DIVISION OUTING ON THE FOX RIVER AT McHENRY, ILL. THE PICTURE TELLS THE STORY

Digitized by Google

their employees how to use the facilities and services we have provided, in such a manner as will cause telephone business to flow to them and continue to come in larger volume, instead of being driven away because of apparent lack of interest on their part or on the part of their employees in connection with telephone orders, or because of unintentional brusqueness or discourtesy.

A guest or a customer received through the telephone door should receive the same treatment as if he entered through the front door of the premises, and visitors likewise should not be less considerate when calling by telephone than when doing so in person.

A poorly qualified office boy can drive more trade away from an establishment through the telephone door, than the genial proprietor can entice in through the physical door.

In this connection I quote a brief statement recently printed in a bulletin issued by the Ohio State University:

"The failure of the telephone-using public to use their telephones effectively is a great detriment to telephone service. Telephone sub-station equipment has been developed so that the natural tendency of the subscriber is in many respects to do the right thing. However, proper education of the subscribers will greatly improve the service. Suggestions as to the proper form expressions to use, emphasis on proper enunciation and proper distance of the mouth from the transmitter, caution against violent operation of the switchhook when the attention of the operator is desired, and particularly caution against unnecessary use of lines and delay in answering calls and releasing lines greatly improve service.

"Subscribers frequently suspect operators of maliciously giving false 'busy' and 'don't answer' reports and wrong numbers. Simple and popularly written descriptions of methods of operating will often help dispel such impressions. An inspection of a telephone central office invariably gives the telephone users an increased respect for the telephone company. It corrects their too general impression that the telephone system consists only of a number of telephone sets connected to a central office, and shows the subscribers that their service is furnished by a complicated system of equipment, efficiently operated and managed. Subscribers cannot be expected to blindly follow arbitrary rules in the use of their telephones, but their coöperation can be expected if they are told 'why' it is to their advantage as well as that of the telephone company that they observe certain simple and well defined rules in the use of their telephones."

I look forward to the time when we may expect one visit a year in person from every telephone subscriber to the telephone exchange which serves him, so that he may see the various interesting features the chief operator will point out to him; learn more about how the operators handle the calls and how the apparatus works and why it works as it does and ask questions that will put him in a position to receive the best possible results in connection with his service.

Each day we take visitors through our exchanges. Last week we took a friend through our "Main" operating room. He was the average type of wide-awake, intelligent business men, who uses his telephones, office and residence, scores of times every day, and yet the world behind the little instrument had always been a sealed book to him.

Was he interested? That's not the word at all. Here's what he wrote to the man who showed him around:

"I want to thank you for the illuminating experience I had in watching your telephone system as it operates in the 'Main' operating room.

"It made me feel very small to see that trained army of quick, silent experts at work—making it possible for countless thousands to multiply their individual power many times by instant personal speech with many people—some of them in very remote places—many times a day.

"It gave me a wholly new feeling of obligation to the organized intelligence that has made this strange and wonderful power instantly available. No miracle in the Bible seems greater to me than to hear the voice that answers mine, out of seemingly limitless space—like the voice that spoke to Moses from the burning bush.

"And to think that I have sometimes criticised the telephone service. It seems to me now almost blasphemy.

"Whatever else I may have to cut down on, the telephone will always be worth to me all and more than it costs. My experience in your operating room has opened my eyes."

That's it; it opened his eyes. It always does. We never knew it to fail.

The fact is, we telephone people need to have our eyes opened to the wonderful business we are in. When we realize that, we will never be satisfied until the great body of the public we serve realizes it too, and appreciates at its true worth the value of the telephone service.

In closing I wish to take this opportunity to pay my respects to the general public—our patrons. In general I can say that that great body of users of telephone service is considerate, kind, thoughtful, appreciative, helpful and coöperative in working with us. We need to know our patrons better. More contact is our greatest need so that we can help one another in solving problems, the solution of which will result in mutual advantage to the public and to ourselves.

A Modern Joshua

AN AGED colored man was arrested for illicit distilling of liquor among the hills of eastern Kentucky and while loudly protesting his innocence was taken before the judge for preliminary hearing.

Judge: "Prisoner, what is your name?"

Prisoner: "My name is Joshua, judge, Joshua."

Judge: "Aha! are you the Joshua who made the sun stand still?"

Prisoner: "No, sar, jedge, no sar, I'se da Joshua what makes da moonshine still."



JAMES MASACEK, CHICAGO COMMERCIAL DEPARTMENT, AND SOME FRIENDS WHILE ON A RECENT OUTING AT PAU PAU, MICH.

Of the other three two are from the A. T. & T. Co. and one is from the Maintenance Department. For some strange reason they will not allow their names to be published. If you know them, however, it makes no difference, and if you do not the names won't help at all.



DELROY T. NEWBERRY, A JUNIOR CLERK IN THE CHICAGO COMMERCIAL DEPARTMENT

Mr. Newberry, who has been a radio enthusiast for some time, is seated beside an outfit which he made himself.

Digitized by Google

720,000 CUSTOMERS CALL "WABASH 6000"

Importance of Efficient Telephone Service Is Stressed by Peoples Gas Light and Coke Company, Chicago

HAVING 720,000 customers means that there must be an enormous amount of communication with them. When all of the 720,000 are in one city much of the communicating will be done by telephone.

The Peoples Gas Light & Coke Company of Chicago is a concern with that many customers. To care for its telephone traffic it has a ten-position multiple type switchboard with sixty incoming trunk lines, fifteen outgoing trunk lines and 340 terminals. The gas company also has three telephone order tables of twenty positions each with fifty-two connecting trunk lines to the switchboard.

The gas manufacturing plants, meter shops, garages, and the branch gas stores all have mileage terminals on the switchboard. Calls for gas service, turn-ons, shut-offs, requests for duplicate bills, etc., are taken care of through the operator transferring the connection over one of the fifty-two connecting trunk lines to the order tables. This arrangement saves a great deal of time, and brings all the company's telephone work on one switchboard.

The switchboard is in operation twenty-four hours a day, every day in the year. There are sixteen operators in all. The gas company can be called any time of the night or day. There is always an operator on duty to take the message and relay it to a point where it will receive immediate attention. By this means very quick action can be taken in any part of the city.



MISS HELEN McELLIGOTT
Chief Operator for the Peoples Gas Light & Coke Company.

Between 8 a. m. and 5 p. m. from fourteen to eighteen thousand calls are answered. The peak of the load is between 9 and 10 a. m., and also another busy period of the day is from 4 p. m. to 5 p. m.

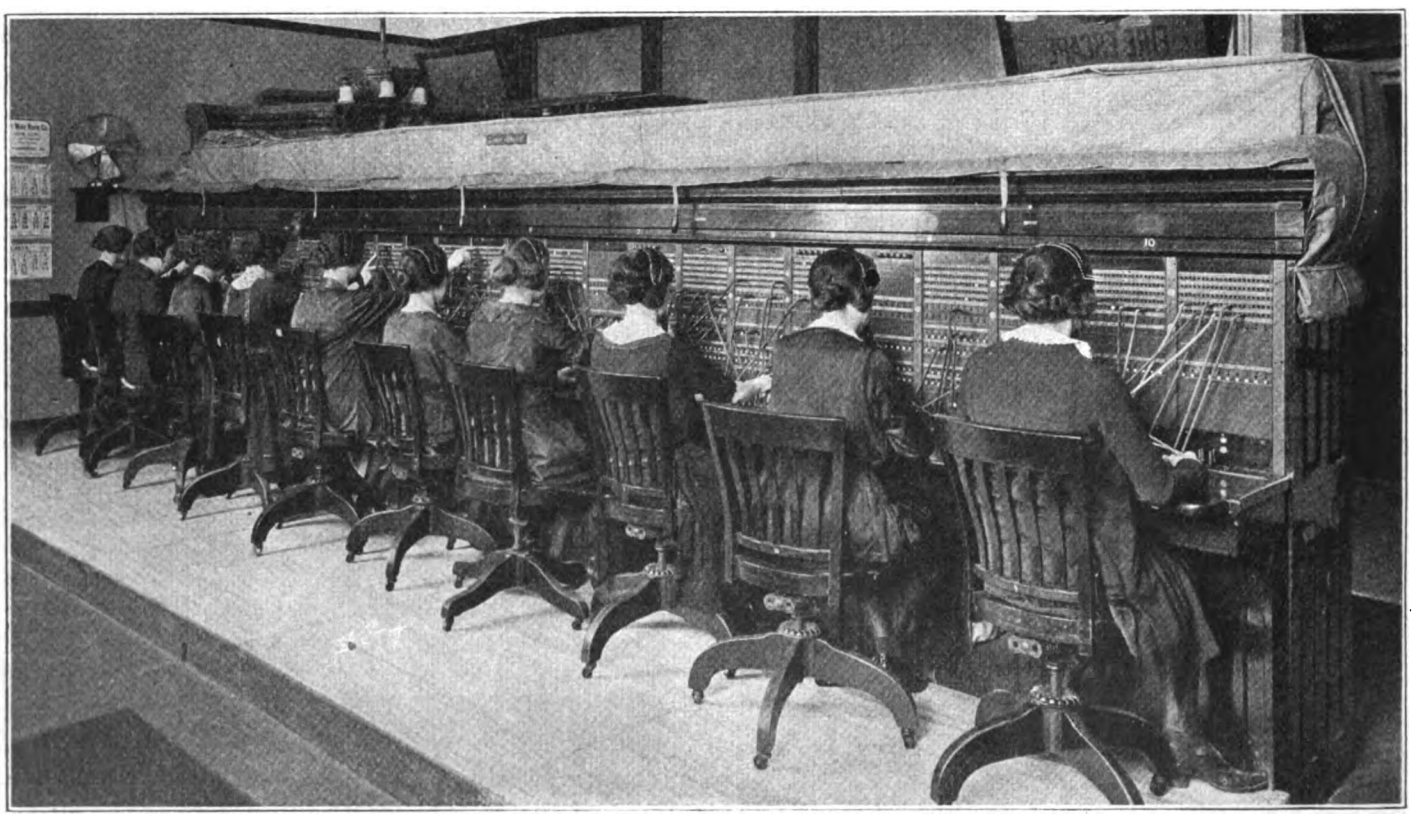
In moving seasons the switchboard is kept unusually busy. On April 29, 1922, 1,978 calls were recorded in one hour. A recent check-up showed that 9,000 requests were taken in one day at the order tables.

Nearly all the switchboard operators have been with the gas company for more than five years. It seems that nothing but the sound of wedding bells ever lures them away. The switchboard room is bright and sunny, and adjoining it there is a rest room for operators only.

Recently all the operators paid a visit to the toll and long distance offices, with a view to informing themselves of the detail involved in completing a call. Interesting and instructive information which enables them to coöperate more efficiently with the central office was received.

Good switchboard facilities and good operators do not alone insure good telephone service. Every person using a telephone must coöperate. The gas company recognizes this fact, and, through its Training and Education Department, recently conducted a class in which clerks who use the telephone were instructed how to do so properly.

The *Peoples Gas Club News*, the gas company employees



PRIVATE BRANCH EXCHANGE BOARD OF THE PEOPLES GAS LIGHT & COKE COMPANY, CHICAGO

Digitized by Google



TELEPHONE ORDER TABLES AT THE PEOPLES GAS LIGHT AND COKE COMPANY, CHICAGO

magazine, also printed the following rules for telephone users:

Telephone Manners for Offices and Homes

1. Answer the telephone immediately and if you are not the one wanted, get the right party at once. If he is out of the office offer to take the message.

2. Eliminate waste of words. Answer by saying "Mr. —— speaking" and then further announce the name of your department or company.

3. Always have a pad and pencil ready.

4. Speak politely. Put a smile into your tones. Don't try to impress the caller with your importance or attempt to make him think you are fearfully busy.

5. Keep your lips one-half inch from the mouth-piece of the instrument. If cut off, don't jiggle the hook to recall the operator, but move it up and down slowly.

6. It is aggravating to the average individual to be called to the telephone and then told to "hold the wire."

7. Do not use the telephone longer than necessary. Other people may want to reach you.

Woman Owns Ancient Telephone Set

THE recent death of Alexander Graham Bell, inventor of the telephone, has brought to light the fact that a telephone instrument designed after the first practical telephone perfected by Dr. Bell is in existence in Bloomington, Ill.

This antique instrument which was probably the first built in this part of the country was constructed by the late Dr. B. P. Marsh, who at the time was superintendent of the public schools of Bloomington. Bell constructed the first practical telephone in June, 1875, and it was put into use in Washington, D. C. News of the invention caused widespread comment and interest and the newspapers and magazines printed detailed stories about it. A complete description of the instrument was printed and Dr. Marsh becoming much interested, took the description to the high school and he and the students decided to construct a telephone instrument.

They built the instrument after many days of labor and it worked successfully. Dr. Marsh installed a telephone line between his home and his office at the school and used it for several years. Later he took the instrument home and after his death it became the property of his daughter, Mrs. Archie M. Augustine of Normal.



ROCKFORD OPERATORS AT A RECENT LUNCHEON

Miss Regina Nolan, Rockford toll operator, who resigned to take a position as P.B.X. operator fro Swords Brothers, Rockford, was the guest of honor. Miss Nolan is the fourth from the left among those seated at the table.

Digitized by Google



COMMERCIAL TEAM, CHAMPIONS IN THE INTER-DEPARTMENT BASEBALL LEAGUE

The Commercial Team finished on top in the North Zone and defeated the South Shore Team of the South Zone 13 to 8. The men in the picture are:

Top row, left to right—V. Kroll, 1b; S. Sobieski, utility; C. Hickey, p; J. Williams, p; A. Bubert, rf; R. Scanlon, lf; E. Preuss, cf; F. H. Klipp, Manager.

Bottom Row—J. Wieckert, utility; N. Frecko, 2b; B. Dubroff, ss; W. Robertson, c; W. Maake, 3b.



THE SOUTH SHORE TEAM WHICH LED IN THE SOUTH ZONE.

Standing, left to right—Smith, Manager; Lindner, Keegan, Lord, McCarthy, Krestufik, Nevans, Fisher.
Kneeling—Kee, Captain; Haettler, Kearney, Ehrlich.
Sitting—Phendegar, Yeager, Furstenheim, Beagle, Carey.

Digitized by Google

CANTON—AN ILLINOIS VALLEY CITY

Situated in the Land of Farm Products and Coal—
Served by the Canton Home Telephone Company

Other Canton Pictures are Printed on Pages 18 and 19

CANTON is situated on the western edge of the Illinois Valley in the mid-western portion of the state. The very name, Illinois Valley, has become a synonym for prosperity, not only on account of the wonderful crops that the area produces, but the earth itself is rich in coal which in the vicinity of Canton lies near the surface and is, therefore, easily mined, if mining can at any time be called easy.

Canton being primarily an agricultural center, it was natural enough that some enterprising citizens should undertake to manufacture farm implements.



P. P. ANDERSON
Manager for the Canton Home Telephone Company.

So it happened that many years ago Parlin and Olendorf started a little "plow-shop," scarcely a factory as we know the word today; but just a small foundry that grew steadily with the increasing demands of the country round about, until it became one of the principal industries of the city, and is today a living, hustling landmark of yesteryear.

The original firm, long since disbanded, was the forerunner of a great institution which is still in operation, but now under the management of the International Harvester Company.

It is said, much to the credit of the district in general and Canton in particular, that this plant has never been wholly shut down; not even during the most depressed financial periods of the country.

Canton being in the coal district of the state derives quite a considerable portion of its life and prosperity from this indispensable industry.

Many of the surrounding mines are supplied with electric current to operate their lights and power from the Canton Electric Light and Power plant which stretches its wires in every direction throughout the district. This plant also furnishes much power to the "Reclamation" project that has succeeded in draining and putting to use, thousands of acres of semi-inundated land lying along the banks of the Illinois River.

The city of Canton has approximately 15,000 inhabitants and proudly boasts of what they say are the best in quality as well as the best attended high schools in the state. Other cities and towns may not agree to this statement, but Canton would be happy to learn of any other place that can meet its claims.

The thoughtful, the thankful people of the city see to it that the suns and storms of the succeeding seasons do not obliterate the names of Canton's boys from the memorial tablet proudly standing in the Public Square in honor of their brave heroes who served in the World War.

The prosperity of this city, like that of others similarly situated, depends very much on its telephone service. For several years the Central Union (Bell) Telephone Company and the Canton Home Telephone Company operated competing services in Canton. Quite recently these two services have been coördinated into one organization and today they are operating under the name and management of the Canton Home Telephone Company.

Both of these offices are still being used as heretofore except that telephone service is trunked between them, the offices being about two blocks apart.

Right here, we are reminded of a very unusual circumstance. The chief operators of these respective exchanges had never met face to face until we undertook to get their photographs for the BELL TELEPHONE NEWS, and we brought them together. So just take another look at their "joint picture" and note the smiles. They are not artificial, not posed; they are real because they here met for the first time.

Is it not a little strange that these girls had been employed in the same city, in the same line of business, holding similar positions and for the last two months with the same company; in offices but a couple of blocks apart, talking to one another many times every day, and yet never meeting except "by wire," until they came to the park to be photographed?

This little incident brings out an idea—really not a new one, but one calculated to make a person think.

Twenty years ago, meeting by telephone was considered almost a joke. To say the least, it conveyed no idea of acquaintance or familiarity. It was cold and distant, not as satisfactory as it is today, and why? Now, we meet by wire, grow to know one another well, with no disturbing thought of the distance that separates us be it a few feet, a few miles or across the continent.

We become acquainted through the transmitter and the receiver, because we have learned to make the telephone our "sixth sense," and it was this sixth sense that made these girls know each other; and it is this same sense that gives added value to the telephone conversations in the transaction of our business affairs.

But to return to Canton itself. Every city has its show places and Canton has many so we can undertake to print but a very few of the many scenic views and vistas in and around the city.

Most of the beautiful residences and streets are so closed in with great elms and shady maples that photographs utterly fail to convey, even slightly, the enchanting sense of beauty combined with utility that impresses a visitor who may walk or drive through the city.

One of the beauty spots and a small one, too, is a little log cabin, perhaps a play-house for children. It has a coon-skin nailed on the door and right in front of it stands an old fashioned well and its creaky sweep, which adds marvelously to the charm of the scene and so much impressed our artist that he drove back to the exchange and pursuaded the manager to delegate one of the girls to come along and pose at the "Old Oaken Bucket."

This little hut is said to have been a part of an exhibit at the "Columbian Exposition" or World's Fair of 1893. The cabin was moved bodily to Canton and placed where it now stands in a small wooded ravine close by one of the most beautiful streets of the city, to gladden the eye of the passer-by.

Digitized by Google

FROM COAL MINE TO MANSION IN AND NEAR CANTON



A beauty spot on one of Canton's main streets.



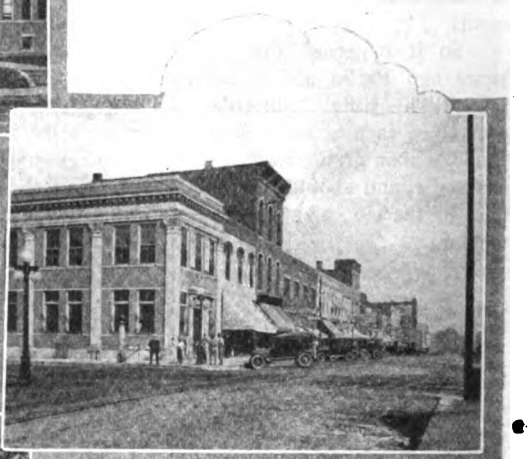
Canton Country Club.



High School.



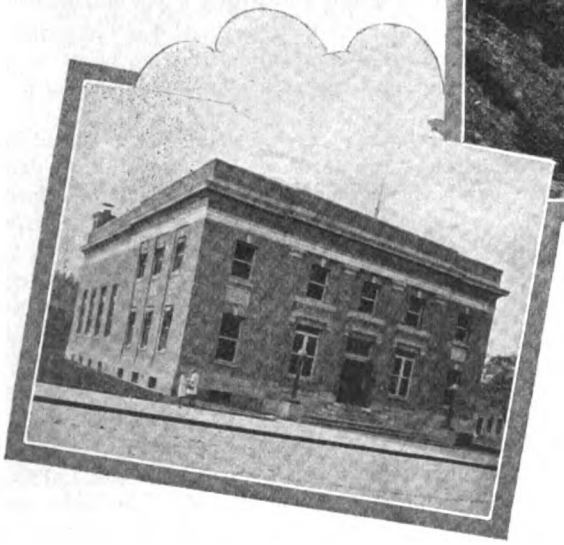
Elk's Club Building.



One Side of the Public Square.



Entrance to one of the coal mine shafts.



Post Office.



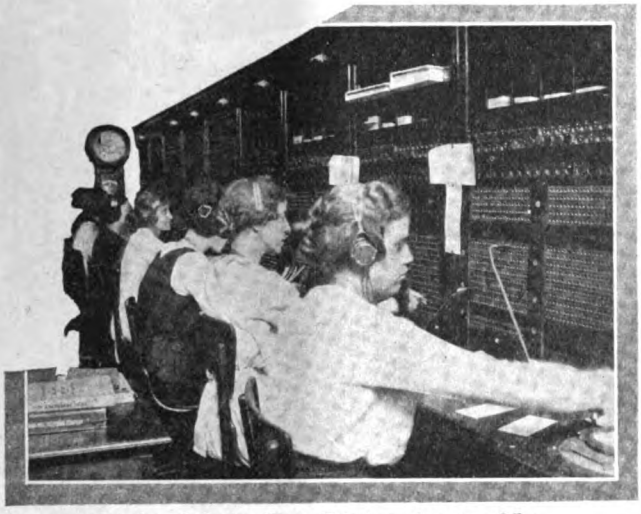
Residence which is one of the show places of the city.

Digitized by Google

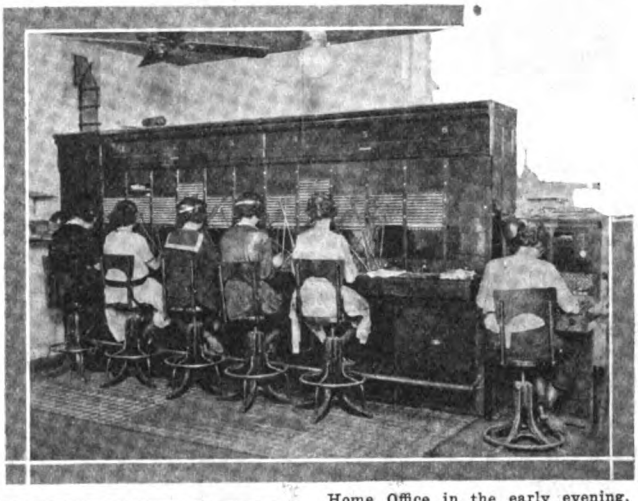
TELEPHONE PEOPLE AND PLACES IN CANTON



Office of the Canton Home Telephone Company.



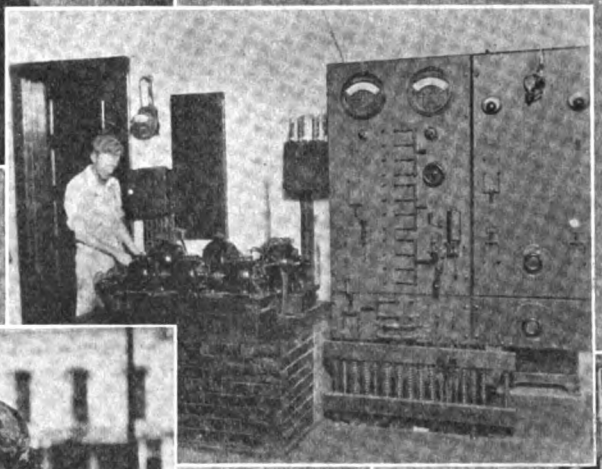
Interior of Canton Home Telephone Company Office.



Home Office in the early evening. Left to right—Mrs. Helen Grimm, Chief Operator; Miss Bertha Essex, operator; Misses Lelia Turner, operator; Elmora Boswell, operator, and Florence Cunningham, county operator.



Miss Edna Herring, bookkeeper, and Miss Hazel Williamson, clerk in the Commercial Office.



Power board, with Robert Rennie adjusting some of the apparatus.



Mrs. Helen Grimm, Chief Operator at the Home Office, and Hazel Hollandsworth, Chief Operator at the Bell Office, meeting for the first time face to face.



Construction crew of the Home Telephone Company at noon. Left to right—G. P. Rumler, Robert Rennie, D. F. Kirkhuff, C. L. Brisby, Wire Chief; A. R. Wilson, Guy Williams.

Digitized by Google

CAMERA NEWS OF TELEPHONE PEOPLE



Mr. and Mrs. Oscar Johnson. Mrs. Johnson was formerly Mary Berger, a Local Operator at Springfield.



Misses Victoria Kraus, "Buddy" McGuire and Gertrude Hoppe, Service Inspection Department.



Mr. and Mrs. Benjamin Coleman. The bride was formerly Miss Hagel Burtle, a local operator at Springfield.



Florence Arnold, Local Operator; Louis Hildreth, Wire Chief, and Lydia Tuxhorn, Repair Clerk, all of Springfield.



Mr. and Mrs. Michael Papierski. The bride was formerly Miss Sophia Majeski, payroll clerk at Evanston. The wedding took place on September 3.



Mr. and Mrs. William Amendt. Mr. Amendt is from the Chicago Revenue Accounting Department, and Mrs. Amendt who was formerly from that department, was Miss Elizabeth Suerth.



Mr. and Mrs. Gerald Tyrrell. Mrs. Tyrrell was Senior Supervisor at Oak Park, and was formerly Miss Cecelia Goetzinger.



Miss Anna McGuire, Service Inspection Department, enjoying a vacation at Berrien Springs, Mich.



S. P. Langhoff, Chief Clerk to District Commercial Manager at Peoria. Mr. Langhoff won the recent Tribune bicycle derby in Humboldt Park, Chicago.



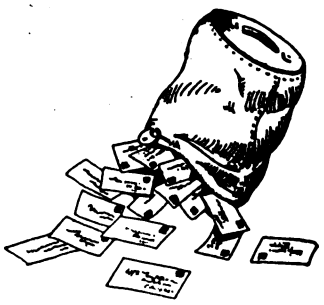
Mr. and Mrs. Fred Strebel and Miss Sue Plunkett. Mrs. Strebel was formerly Miss Ivey Kearns, local Springfield operator. Miss Plunkett was bridesmaid at the wedding.

—L

Digitized by Google



IN THE MAIL BAG THIS MONTH



Letters from Many Subscribers Commend Service

SERVICE given by operators in Normal office, Chicago, won the commendation of Mrs. Eugene Sullivan, 15 West Garfield boulevard, who sent this letter to the company:

> I cannot overlook the kindness and courtesy shown me by your employees during July and August. My husband was under a doctor's care. I had trouble with the Daily News number on account of ours being NORmal 1111. Only once at night and once one day did I have to take it up with the managers. I cannot give them enough credit for the service they gave me. We never stop to think what it means to us, to myself more especially when I spent two months all alone with my husband night and day, to know that I did have one friend left—the telephone. When I wanted to call my doctor I would hear a very pleasant voice say, "Number, Please?" I am most grateful for the service given me and in this way I want to say thanks to those young women who did so much for me.

The operator who handled most of the out-going calls from Mrs. Sullivan's number is Miss Josephine Feitl. This is the second time Miss Feitl has been mentioned for doing a good job.

Mrs. Anna Costello and Miss Jennie Sexton of the Chicago Commercial Department are referred to by Herbert I. Markham, 39 South La Salle street, in a letter in which he says:

> I want to say a good word for the girl in your contract department and her supervisor who handled my request for a change in telephone service from 5408 Blackstone avenue to 5605 Woodlawn avenue. My telephone number is HYDepark 4765.
>
> The impression I received from both of the employees handling my telephone request was that they knew their business and they had a full appreciation of the troubles which a public service company may have in dealing with its customers.

E. M. Wharff, vice president and general manager of the Hawkeye Oil Company, sent the following letter to Robert E. Boehmer of the Chicago Commercial Department, who handled his application for service:

> Writer wishes to express appreciation for the courteous and expeditious treatment accorded him when calling at your office Friday with reference to installation of telephone service at our new offices, 602 Wrigley building.
>
> Service as given by your company in this case is certainly to be commended.

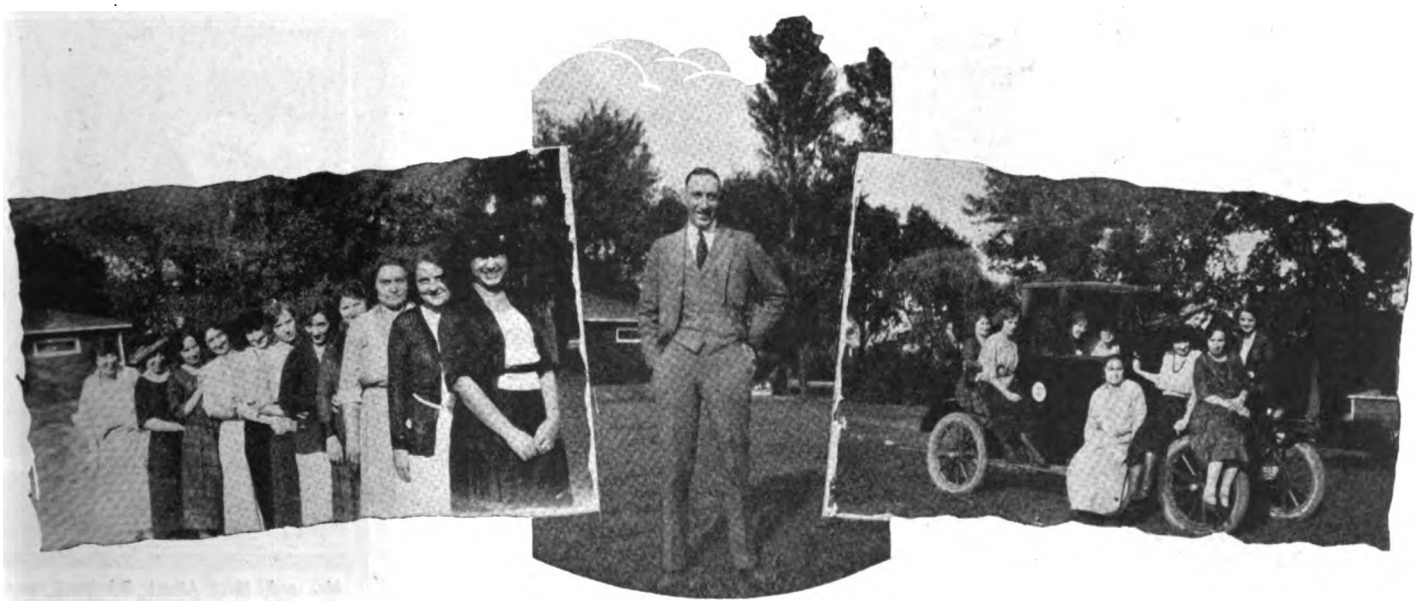
Following a demonstration given for the South End Business Men's Association, Thomas W. Lamble, secretary of the association, sent this letter to Manager John J. Bickel:

> I want to, on behalf of the association collectively and individually, thank you for the very interesting session you and your good co-workers accorded us on the occasion of our last regular meeting, at which time you put on your telephonic stunt.
>
> We most heartily thank you for your courteous and intelligent lectures on the telephone and its proper uses, and we desire at the same time through you also to thank Mr. Crowley of the Commercial Department, Mr. Flower of the Plant Department, not forgetting Mrs. Hissem and Miss McCoy for their cheerful efforts in our behalf.
>
> The whole business was grandly staged and well manipulated, and I beg to assure you that every last one of the members appreciate this very highly.

The following letter to Mr. Abbott from Homer Bang explains itself:

> I have just received a telephone call from Mrs. Nolan, P.B.X. operator of Charles Sincere & Company, 141 West Jackson boulevard, who wished to thank toll operator No. 424 for very prompt and courteous service on a call placed by them to Wanatah, Ind.
>
> Mrs. Nolan stated that Ben E. Sincere asked her to call the telephone company to express their appreciation, as he realized that it was difficult to reach a small town of this kind, but that operator No. 424 placed them in communication with the called party just three minutes after the call had been filed.

Mr. Bang also stated that Operator No. 424 referred to is Mrs. Catherine Nelson of the Chicago Toll room.



JOLIET EMPLOYEES' REPRESENTATIVES IN ENJOYABLE PICNIC AT ELECTRIC PARK, AUGUST 15
On the left is a closeup of the young ladies of the group. In the center is H. A. Peterson. On the right is a coupe full of Joliet District girls.

Digitized by Google

RECENT DOINGS OF CHICAGO TRAFFIC FOLKS



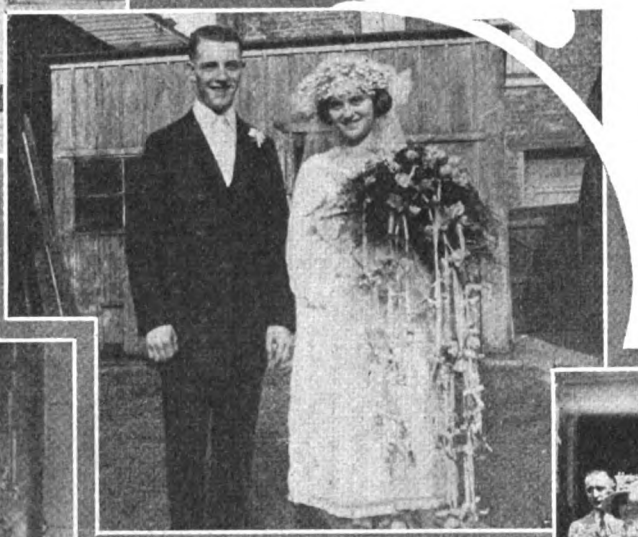
Mr. and Mrs. Paul Slasiewski. The bride was formerly Miss Hattie Voga of Humboldt Office.



Mr. and Mrs. Edward Witt. Mrs. Witt was formerly Miss Marie Pozdall, an Evening Supervisor at Superior Office.



Left to right—Misses Hildegarde Wilson, Lillian Bushbaum, Adeline Kemnitz, Irene Diesing, Agatha Cotton, Clerks at Humboldt Office.



Mr. and Mrs. A. Johnsen. The bride was formerly Miss J. Jiroch of Lincoln Office.



Mr. and Mrs. Jack Kammerman. Mrs. Kammerman was formerly Miss Lillian Macey of Humboldt Office.



Mr. and Mrs. Albert Schubert, who were married at Saint Sabina's Church on August 12. The bride was formerly Miss Katherine Durkin, Evening Senior at Yards Office.

Digitized by Google

Bifocal Lenses

By Almer Coe.

THOSE of us who have not yet arrived at the "Bifocal Age" can hardly appreciate the changes that have taken place in the making of that type of eyeglass.

Only a few years ago, about the only practical form of bifocal (double vision) lenses was the kind that had for the reading section a thin lens cemented onto the lower half of the main lens.

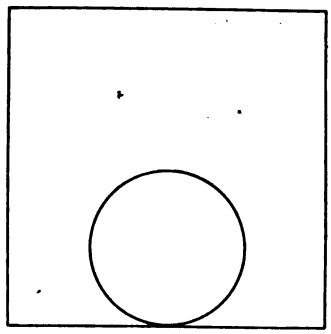


FIGURE 1

This made the lenses conspicuous and made known the fact that the wearer must be fifty years of age or more, and besides dirt collected at the dividing line and it frequently became blurred because of the loosening and clouding of the cement, and otherwise had many objectionable features.



FIG. 2

By an ingenious invention bifocals, or double focus lenses, are now made to look just like single, solid lenses, free from all the objection of the old style.

Kryptoks, or fused bifocals, are made by taking, first, a piece of crown optical glass about two inches square and grinding a depression therein about one inch in diameter, as shown in Figure 1. Figure 2 shows a sectional view of the same. This depression is skillfully made of a predetermined precision curve, and because of the multitudinous variations of the curves of these depressions, the different strengths of focuses are arrived at.

Into this depression then is put a disk of flint glass one surface of which has been ground and polished to fit the depression, and in an electric furnace, at a temperature of something over 1,300 degrees F. the two are fused together, the result of which is shown in Figure 3.



FIG. 3

The lens is then ground down to the proper thickness, about 1½ m. m., as in Figure 4, then cut to the desired shape and size to fit the frame or mounting.

Some of us have yet to learn that there is nothing mysterious about the glass from which lenses are made. It is just like any other glass, except all good optical glass is made with great care and with such materials as will produce a clear, white, crystal glass, without flaws of any kind.

The focus or strength of any lens is wholly a matter of grinding and shaping and polishing the surfaces of that lens, and the different focuses are made by the microscopical variations in the curves put on the two surfaces.



FIG. 4

Optical glass is made with varying refracting powers, and it is because of this fact that the Kryptok, or fused bifocal, is possible. Thus the flint glass used in the reading section of the lens has greater refracting power than the crown glass of the main section of the lens, and the focus is shorter, even though the surface curves are uniform over the whole of the lens.

In order to demonstrate the refractive qualities in any transparent body, a fairly legible photograph has been taken with a lens made from a piece of clear ice, shaped like a lens, smoothed by the warmth of the hand and inserted in the improvised camera; the same being done, of course, out of doors on a cold day, so that the ice could not change its shape through melting.

EDITOR'S NOTE—This article was written by Almer Coe, head of Almer Coe & Company, opticians of Chicago and Evanston, at our request because of the interest telephone people have in proper care of the eyes. All persons are given a vision test when they are employed and our Health Department is always ready to recommend oculists, whose charges are reasonable, to employees who believe their sight is impaired.

Taming the Cherokee

ONE of the biggest obstacles to the settling of the West by white people was the opposition of the Indians. Even after the white man, by force of greater numbers and superior weapons, had made a permanent place for himself in the land of the Rockies, the Indians continued their animosity in the form of obstructions to all the developments the new settlers attempted to introduce.

By 1886, according to the historians, the settlers had built railroads and telegraph lines between most of the important towns, and there were even some telephone lines. But the Territory of Oklahoma was still a Red Man's stronghold.

The Cherokees had their own government. They were progressive, and some of them were anxious to provide a better means of communication with American civilization than horseback. But they were opposed to the telegraph as too mysterious and miraculous a white man's device, and the railroad was a fearsome dragon of civilization that they refused to allow within their borders.

About this time—in 1886—the chiefs heard of the telephone, then being introduced in the mushroom towns of the West. Some of the chiefs suggested running a line from the Indian village to Muskogee, the nearest white man's town. Others objected, saying that where wires went, railroads were sure to follow. However, the more ingenious redskins had their way by promising to string their lines through the densest forest, the roughest country and by the most roundabout route they could devise.

Until it was demonstrated to all the tribe that the wires could talk as well in Cherokee as they could in English, the Indians had much fear of the new invention, but finally realized that any wire capable of talking Cherokee so fluently could not betray them. So the line was a success, and was the real beginning of the conciliation of the Indians. It was a link that made friends of two races which had been enemies for years.—*The Transmitter.*

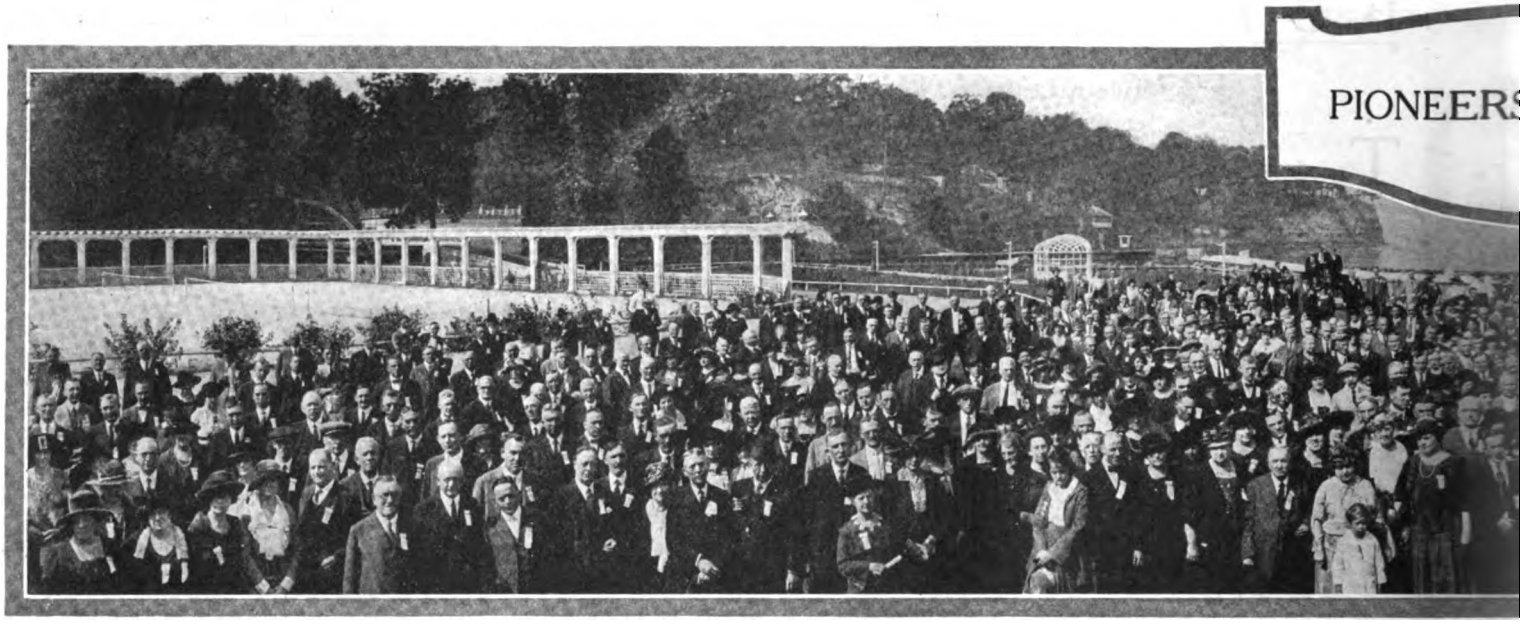
Telephone Pioneer Passes On

JASPER N. KELLER, former President of the New England Telephone and Telegraph Company, died September 22 at his home in Surrey, N. H. The funeral was held Monday, September 25, in Forest Hills, Boston.

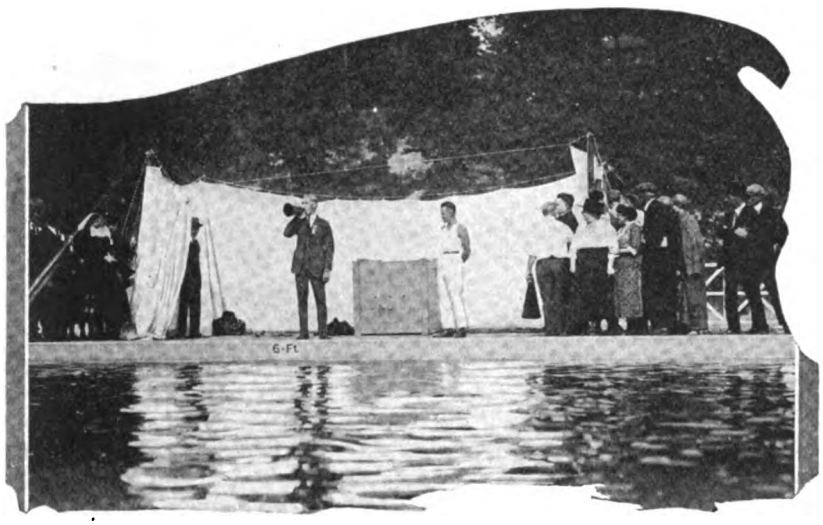
Mr. Keller was born January 22, 1846. He went to the Pacific Coast when he was sixteen years old. He learned telegraphy and became an operator at Lake Tahoe, in the Sierra Nevada mountains. He served with Buffalo Bill in an early session of the Nebraska legislature. For several years he was railroad agent at points in the West and was a railroad telegrapher in Nebraska when Theodore N. Vail was a railroad mail clerk. A close friendship developed at that time continued until Mr. Vail's death. Mr. Keller first saw the telephone at Ogden, Utah. He obtained the rights for Weber County, Utah, from the American Bell Telephone Company. He and his associates built an exchange in Ogden and prospered so that within a year they took the states of Texas and Arkansas. Mr. Keller built twenty-three exchanges in this territory. In 1884 he went to Boston to examine the New England Telephone and Telegraph property. After completing this work he was asked to remain as acting general manager and then as general manager. Later he became vice president and then president.

"CAN we have a picnic on your farm?"
"Well, yes—maybe, but it's more than I could ever have."—*Exchange.*

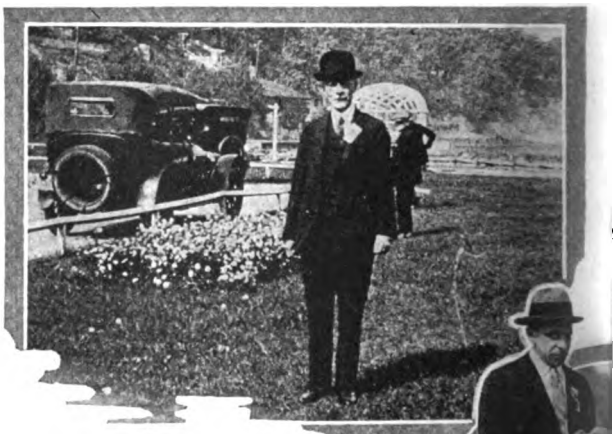
Digitized by Google



Telephone Pioneers of Americ
All of the pictures on this page were
River. Only a part of those who attend



Professor "Who-Seen-He" preparing to perform his marvelous feat for the Pioneers.



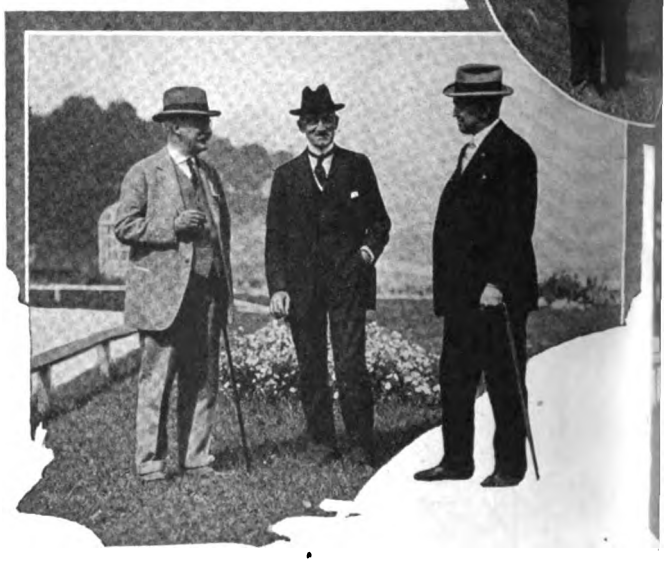
General John J. Carty, Vice President of the American Telephone and Telegraph Company.



L. W. Layton, chairman of the Entertainment Committee, receives a smoke from the cigarette girl, Miss Veronica Rice, a long lines instructor.



In the Kiddie Kar Race—left to right—L. B. McFarlane, President, Bell Telephone Company of Canada; Judge Franz Kuhn, President, Michigan State Telephone Company; W. S. Gifford, Vice President, American Telephone and Telegraph Company; W. R. Abbott, President, Illinois Bell Telephone Company, and E. A. Reed, President, The Ohio Bell Telephone Company.



Left to right—H. B. Thayer, F. A. Stevenson and Judge Franz C. Kuhn.

—L

Digitized by Google

AT PLAY



t the Cleveland Yacht Club.
m on the Yacht Club Island in Rocky
he convention are in the picture.



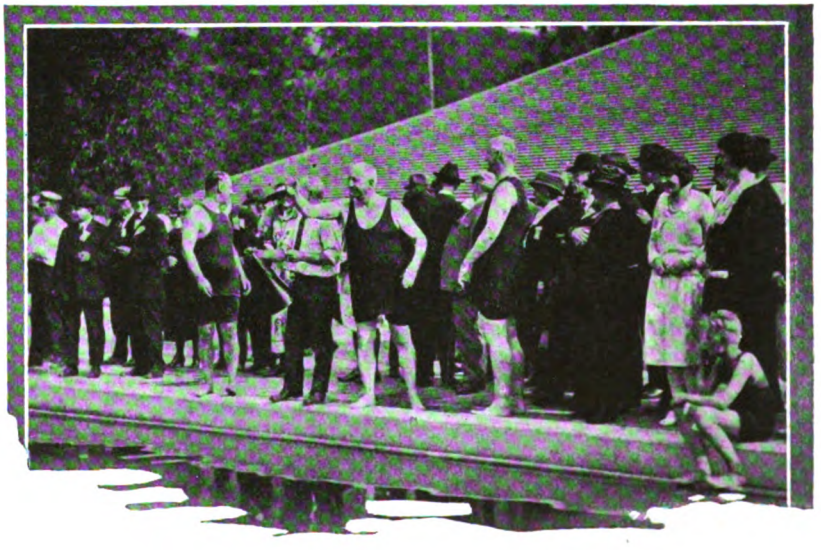
Left to right—Judge Franz Kuhn, F. A. Stevenson, H. B. Thayer, C. B. Du-Bois, C. P. Cooper and E. A. Reed.



President H. B. Thayer presents W. S. Gifford with the first prize for winning the Kiddie Kar race for officials.



Three heavy Pioneers at the Yacht Club outing. Left to right—J. C. Peaty, Brooklyn; W. G. (Pop) Betty, Cincinnati, and J. Lloyd Wayne, 3rd, Indianapolis.



Chicago Pioneers in a floating contest at the Yacht Club outing.

Digitized by Google

Bell Telephone News

Published Monthly by
ILLINOIS BELL TELEPHONE COMPANY

B. E. SUNNY, *Chairman, Board of Directors*
W. R. ABBOTT, *President*
F. O. HALE, *Vice President and General Manager*
B. S. GARVEY, *Vice President*
E. G. DREW, *Secretary*
W. J. BOYD, *Treasurer*
U. F. CLEVELAND, *General Auditor*
W. D. BANGS, *General Counsel*
J. L. SPELLMAN, *Publicity Manager*
A. R. BONE, *General Commercial Superintendent*
FRANK REDMUND, *General Plant Superintendent*
S. J. LARNED, *General Traffic Superintendent*
G. W. MCRAE, *Chief Engineer*

Issued by the Publicity Department.

AMORY T. IRWIN, Editor
EVERETT E. FRIGANZA, Assistant Editor

BELL TELEPHONE BUILDING - - - CHICAGO, ILLINOIS

SUBSCRIPTION PRICE—Two Dollars a Year in advance, to all persons except employees of the Telephone Company.

Doctor Bell's Telephone Service

DURING the past few months a little story has been going the rounds of the newspapers to the effect that Dr. Alexander Graham Bell, inventor of the telephone, did not have a telephone in his home, did not use the service if he could avoid it and considered the telephone a nuisance.

We publish in another column of this issue a letter from Mrs. Bell read at the recent Pioneers' meeting, in which she unequivocally disposes of this idea. She states that there are few private houses more completely equipped with telephone service than the Bell home in Washington and that there was nothing that Doctor Bell was more particular about than the telephone service in the Nova Scotia home. The only time he avoided the use of the telephone was when he was alone in his study and did not wish to be interrupted.

The current issue of the Washington, D. C., telephone directory contains the following listing:

"Bell A Graham r 1331 Conn av Franklin-58."

This listing covers nine telephones. Certainly there are few private residences more thoroughly equipped with service. If, as reported, the inventor himself did not use this service he certainly made it handy for everybody else in his household.

Every Subscriber a Stockholder Is Prediction

"I LOOK forward to the time when every telephone subscriber will be a stockholder in the company which serves him," said A. R. Bone, general commercial superintendent of the Illinois Bell Telephone Company, in discussing the future of the telephone industry before the annual convention of the Illinois Telephone Association.

Declaring that the success of the telephone industry depends upon the measure of good will of the community which it can get and hold, Mr. Bone said:

"We must give the best and broadest service possible. We must provide a service which will not only keep pace with the growth of the state, but also with the constantly increasing use of the telephone.

"We must make our charges low enough to enable every person who ought to have a telephone to have one, and at the same time we must earn enough to attract new capital to take care of this growth. To earn more than is necessary to maintain and extend the service would evidence poor judgment and in the end would be bad business for our stockholders; to earn less would be an injury to the public.

"There must be no waste. The best brains we have must be applied increasingly to effect economies in construction, maintenance and operation.

"The people depend upon the telephone utility for one of the great national services; the one entering most intimately into their domestic and commercial affairs. We must continue to extend that service to meet the requirements of a growing population and a growing use. We must continue to promote and develop the progress of the art upon which that service depends. It must always be a satisfactory servant of the people."

Mr. Bone paid his respects to telephone patrons of the state.

"In general I can say that the great body of users of telephone service is considerate, kind, thoughtful, appreciative, helpful and coöperative in working with us," he said.

What Do You Do Besides Talk While Using Telephone?

"WHAT do you do besides talk when you use the telephone?"

This question was asked a group of lawyers recently. One said he wrote names, sometimes his own, but more frequently the name of some person he knew, who, strange to say, had nothing to do with the conversation. Another frequently embellished the figures of the number he was calling. A third drew indefinite and unfinished pyramids, and should the conversation be prolonged he shaded these masses.

A fourth drew constructive squares, joined them, and made a chess board; a fifth favored angles and circles; a sixth drew the letter H in block formation, and if the conversation dragged, added the letter O.

This brought the group opinion to an end, with the exception of one who evidently didn't believe in psychology or the subconscious mind or the innate American desire to be forever doing something, for he said slowly, "I write the figure 5 to remind me of a limit in minutes to the conversation."

From the blank expressions which followed it was evident they thought him a boob. But was he?

Jimmie Carbon Says—

A FARMER sows wheat in his field; that's agriculture. The sun and the rain and the soil cause it to grow; that's nature. A miller grinds the wheat into flour; that's industry. A baker makes it into bread; that's manufacture. A Swiss food juggler takes two thin slices of the bread, trims off the corners, slides in a lettuce leaf and a slice of tomato, daubs the whole thing with some sort of dressing, decorates it with something else and wraps the combination in tissue paper; that's art. And along comes a gay young tea-hound and pays thirty-five cents for it; that's plumb folishness.—*The Transmitter.*

Be Silent for One Moment

Be silent for one moment, vibrant wires,
That stretch from shore to shore the land across—
Be silent and declare a world's great loss.

The brain, the hand, that gave to iron, speech—
The tireless worker has been called away.
Be silent. Earth receives his lifeless clay.

'Twas his desire to help his fellow men,
How he fulfilled it words can never tell—
The old, the young, the gay, the sad, know well.

His thought developed to a mighty power—
Relieving toil, annihilating space,
And gave his name in grateful hearts high place.

To honor him, that men may know his gift,
In aiding them to reach their fond desires,
Be silent *for one moment*, vibrant wires.

—Sarah Elizabeth Howard, in *Mountain States Monitor*, written on the death of Alexander Graham Bell.

—L

Digitized by Google

In Memoriam

DR. ALEXANDER GRAHAM BELL, Inventor, Scientist, Philosopher, Humanitarian and Teacher, died August the second, 1922, in his seventy-fifth year.

¶ "His life was simple and the elements so mixed in him that nature might stand up and say to all the world,—This was a Man."

¶ Twenty-three million telephones in the world's service, representing an investment of four billion dollars, employing directly six hundred thousand men and women, and constituting one of the greatest of the universal utilities, tells in part the story of Dr. Bell's achievement as the inventor of the telephone.

¶ The full development of many great inventions has seldom come in the life of the inventor, but Dr. Bell, in forty-seven years, has been able to realize and enjoy the fruits of his genius in the knowledge that he had given wings to the spoken word, carrying it near and far for the enlightenment that has promoted good understanding and friendship among many peoples and across great distances.

¶ No single device has speeded and simplified commerce more remarkably nor added more to the convenience and comfort in our homes.

¶ It has radiated helpfulness in governmental operations; in education, and in the development and application of advanced standards of living and endeavor.

¶ BE IT RESOLVED that the Board of Directors of the Illinois Bell Telephone Company, bearer of his honored name, and principal representative of his invention in this State, acknowledges its unpayable debt of gratitude to Dr. Bell for his priceless gift to mankind.

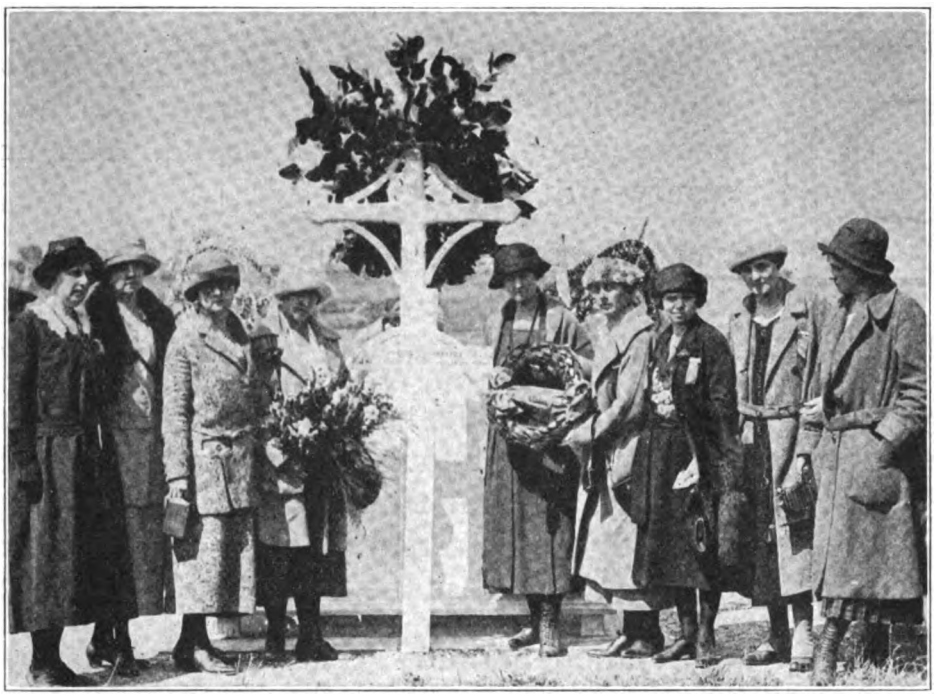
Digitized by Google

THE DEVASTATED REGIONS OF FRANCE

"Good Will Delegates" Tell of Their Tour Through War Stricken Sections

By Anna B. Raymond and Nellie O. Rud

MONDAY morning August 14, we left Paris to visit a small section of the 300 - mile battle front. En route to Soissons we passed through Senlis and Pierrefonds, where rises the chateau restored by order of Napoleon III. Just beyond we entered the devastated area and soon reached Soissons. After luncheon at Hotel Du Lion Rouge, destroyed during the war and only recently reconstructed, we motored to the town of Coucy, where Miss Anne Morgan joined us in a visit to the ruins of Chateau Coucy.



CHICAGO "GOOD WILL" DELEGATES AT THE GRAVE OF QUENTIN ROOSEVELT
Miss Raymond and Miss Rud are shown holding the wreath which the Chicago delegates placed on the grave of Lieutenant Roosevelt, son of the late former President Roosevelt.

In August, 1914, the Germans occupied Coucy and retained possession until March, 1917, when they were driven out by the French. In the evacuation they destroyed the chateau and as much of the city as they could, for which there was no military necessity, using 31,000 kilos of dynamite to blow it up, completely ruining the donjon, or dungeon (the largest in the world), occupied by the old sires of Coucy when the place was besieged. In April, 1918, the Germans returned and held this section until September, 1918, when they were driven out by the French troops. Coucy is one of the most picturesque of the committee centers, situated at the foot of the historic ruins of the thirteenth century chateau and the ancient town founded by the Romans in 290, A. D. In 909, A. D., a fortification was built at Coucy by an archbishop of Reims, because of its commanding outlook.

Of general knowledge and interest were the stories that reached us during the war of the German gun, "Big Bertha," which shelled Paris, sixty miles away, killing a number of worshippers, among them an American woman, at the Church of St. Gervais on Good Friday, 1918. The cleverly camouflaged emplacement for this huge gun at Coucy was not discovered until the German evacuation in 1918, when the gun was removed, although many attempts to locate it had been made by the French aviators. The story of how this enormous gun was so successfully camouflaged is interesting. In bringing up the ammunition the tramway cars, loaded with shells, were run only under cover of darkness, and at other times small trees were planted between every second or third railroad tie, thus preventing detection by air raiders.



RECEPTION TO "GOOD WILL" DELEGATES AT THE FRENCH PRESIDENT'S HOME.
The man in the foreground in President Millerand. The lady at the extreme left is Miss Anne Morgan.

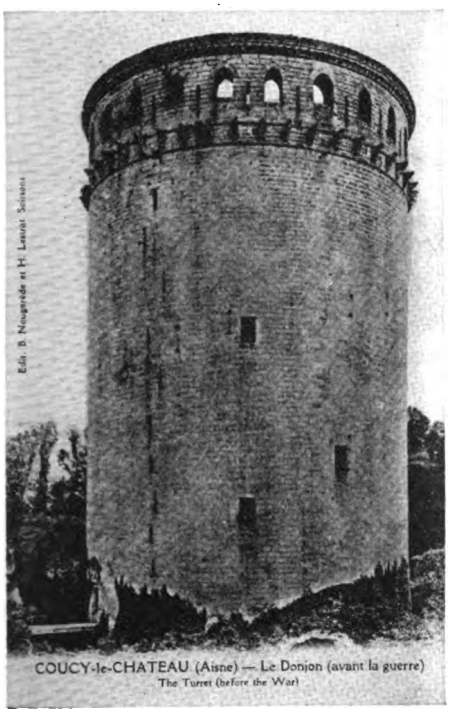
On our drive to Coucy we stopped at a camp of French Boy Scouts, near Courcy. This camp of 120 boys was in charge of an

Digitized by Google

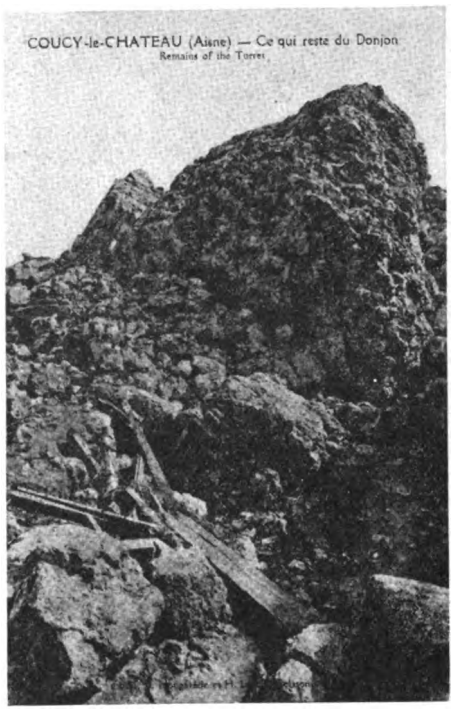
American Scout Master, a Mr. Barclay of California. We were received with military honors, the boys forming an arch with their crossed, improvised guns, under which we passed, to be greeted by the scout master. We saw them at drill and at mess, and found them much like our own boy scouts.

On the morning of the fifteenth we visited Vic-sur-Aisne, a center established by the American Committee and surrounded by a large number of devastated villages that look to this center for assistance and advice. The organization of athletic circles for the young, and foyers, as centers of recreation for the whole community, has been especially successful here. Miss Chapin, a Smith College graduate, who was engaged in war work in France, is in charge of this center. Like all other centers, Vic-sur-Aisne maintains a day nursery, where mothers may leave their small children. Something of what has been done by the committee in the way of teaching hygiene (the care of mothers and babes and children during the earlier years) and nursing on the American plan was explained to us by Miss Evelyn T. Walker, directrix of public health service of the American Committee. The American Committee has planned to establish a modern school of nursing in Paris. A brief quotation from the annual report of the Department of Public Health Service to the committee, in April, 1922, will be of interest:

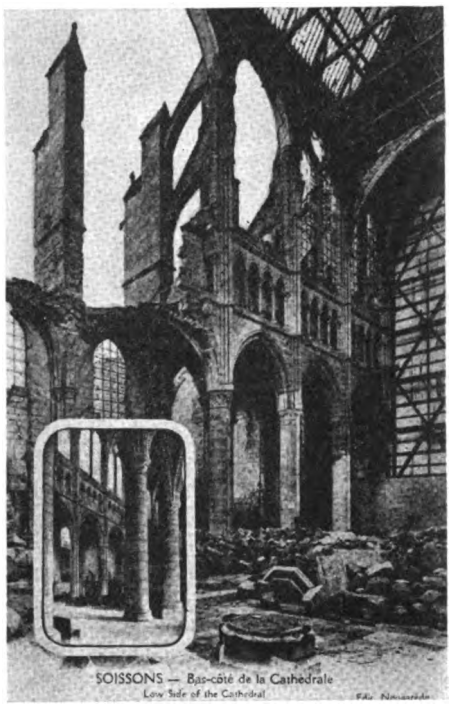
"No part of our work is more constructive than the sending



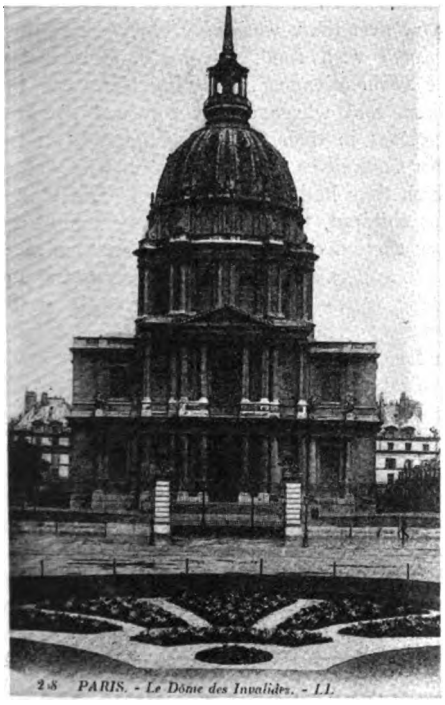
THE TURRET AT COUCY BEFORE THE WAR



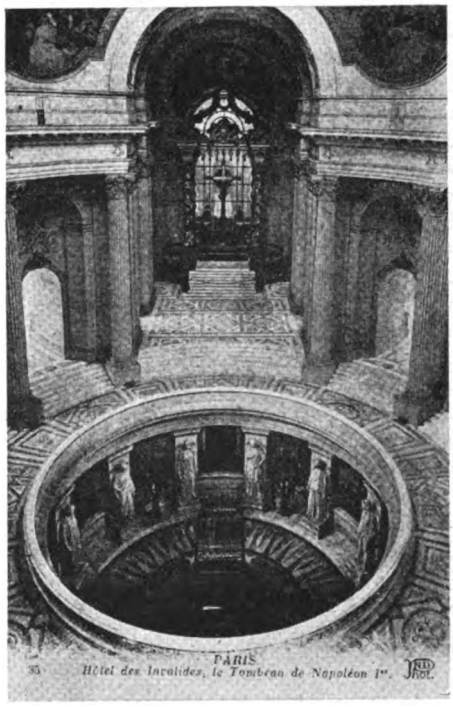
COUCY TURRET AFTER THE GERMANS LEFT



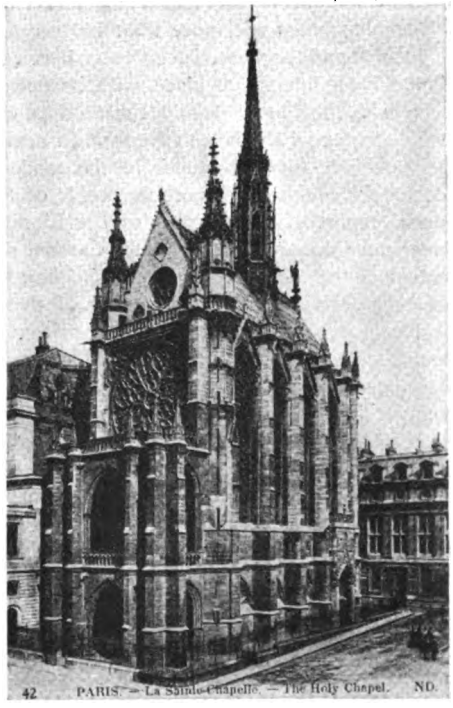
SOISSONS CATHEDRAL



THE INVALIDES, PARIS

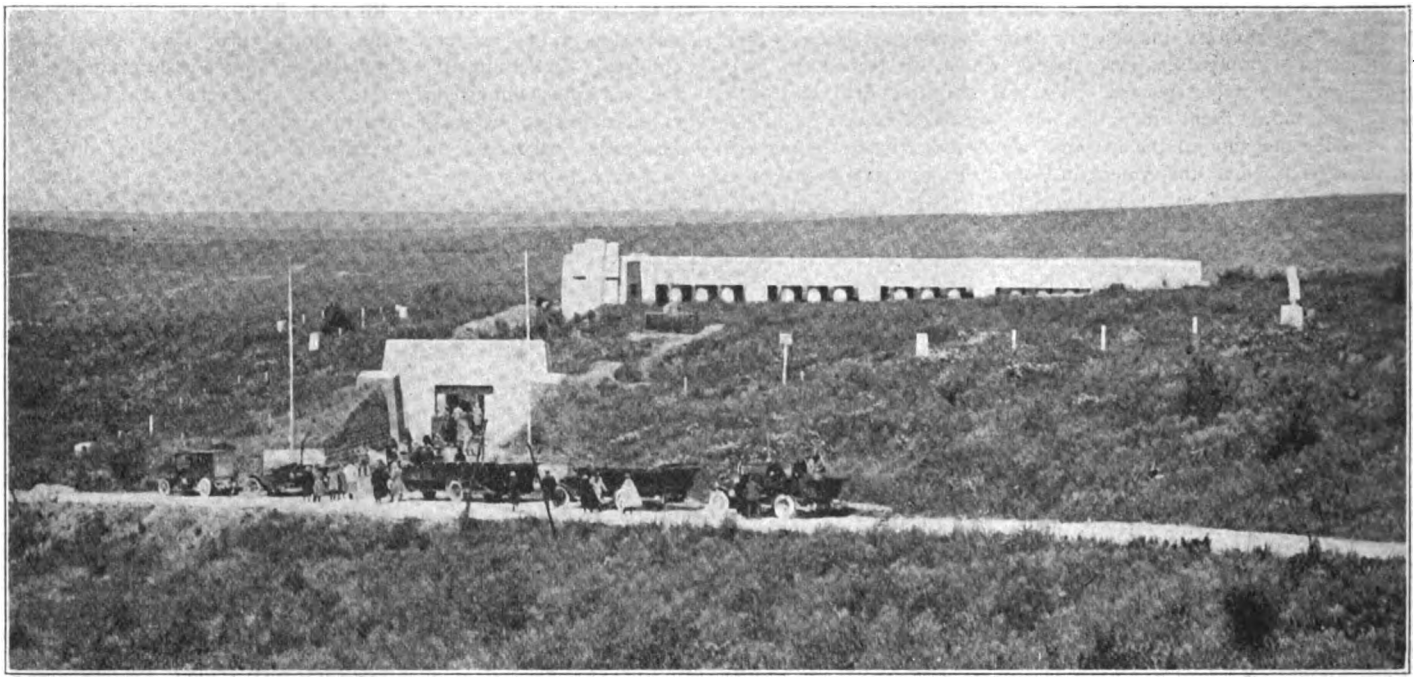


NAPOLEON'S TOMB IN THE INVALIDES



THE HOLY CHAPEL, PARIS

Digitized by Google



"GOOD WILL" DELEGATES VISITING THE BAYONETS' TRENCH MONUMENT AT VERDUN

of French nurses to America for post graduate work. When the American Committee has left France it will leave behind nurses well prepared to uphold its nursing standards." In closing her report, Miss Walker said: "Picture, if you can, the great ruined city of Reims. Because the inhabitants of Reims on returning found their houses destroyed and nowhere to live, the town was obliged to build all around the city, on the outskirts, hundreds of small houses grouped together, built on the battlefields, without drainage, roads, or trees—nothing but desolation—and it is in these quarters of the town that our nurses work. . . . Never a word of complaint do we hear, for, after all, it is a real interest and privilege to be able to help the courageous inhabitants of Reims, who themselves show no evidence of discouragement." (Before the war Reims had a population of 115,000, and during the bombardment not more than 150 people remained.)

We found the Committee Center library, run on the American plan, a most interesting place, with its open book shelves and attractive furnishings. While France has circulating libraries in every quarter of the large cities and in nearly every small village, they are not *public* libraries in the modern sense and are not adequately equipped to meet the needs of the communities. The annual report of the director of the Library Department of the American Committee, Miss Jessie Carson, shows that it is the intention of the committee to lend a helping hand to the French in the reorganization and development of these circulating libraries so that they shall render public service to all people, old and young, of every class, in the most simple, attractive and efficient manner; that the library work is no longer in the stage of mere demonstration, but has won the recognition of the French and American library associations, the collaboration of the inspector of the Municipal Libraries in Paris and the Department of the Seine, and the coöperation of the Library Training Schools in America. Plans have already been made to secure proper support for the five village libraries already established in the Aisne district, the installation of a similar library in Paris, the training of a select few French men and women in American library schools to be the leaders of the modern *public* library in France, and for the organization of a library course in the American Library in Paris.

The prefet, the mayor of Vic-sur-Aisne, and Viscount Reiset, owner of the Chateau de Vic-sur-Aisne, were at the center to welcome us. This chateau, which dates back to the time of Charlamagne (King of the Franks, 800-814) and is occupied by Viscount Reiset, was partially destroyed during the war but is being slowly restored. Captain Gaston Berdonneau, director of our tour, lived for six months in the dugouts in this locality, while the French were holding this line. He was twice wounded and gassed, and wears the Croix de Guerre.

From Vic-sur-Aisne we drove to Blerancourt, where, in June, 1917, the work of the American Committee had its beginning. A small group of American women, inspired by admiration and sympathy for the French civilians, who had been driven from their homes by the German onrush in 1914, came to Blerancourt to make a determined stand against the misery, the desolation and the hopelessness which had overwhelmed the countryside. We learned that at first there were only ten workers, that they went back and forth with food, clothing, and medicine. When the German line again advanced, sweeping back over the villages previously taken, and where a few returned refugees had reëstablished themselves in their homes or holes, these ten women of the American Committee evacuated the district, carrying in auto trucks, which they had obtained, the old and infirm, the mothers and young children, to places of safety behind the allied lines. There they carried on the work of human salvage got other women to help, and came to us in America asking for money to carry on their work—little by little recognizing the necessity for and assuming greater responsibilities, until from the small beginning at Blerancourt the American Committee has grown to a strong organization—an International League of Service. In forceful, terse language the committee has described the conditions found in the Aisne district immediately following the close of the war:

"The Germans held Blerancourt and the rest of the Aisne district until the Autumn of 1918, when they fell back before the allied advance, which put an end to the war. Not a trace of the committee's work in this region remained; out of 841 villages, 811 were in ruins; of 590,000 inhabitants, 290,000 had been driven away; of 1,840,000 acres of land, 1,750,000 had been laid waste. More than a million acres of fields had been so raked by shell fire they were mere dumps for exploded shells, barbed wire, and more horrible evidences of conflict. A quarter of a million head of livestock had been killed or carried off and 106,000 houses

Digitized by Google

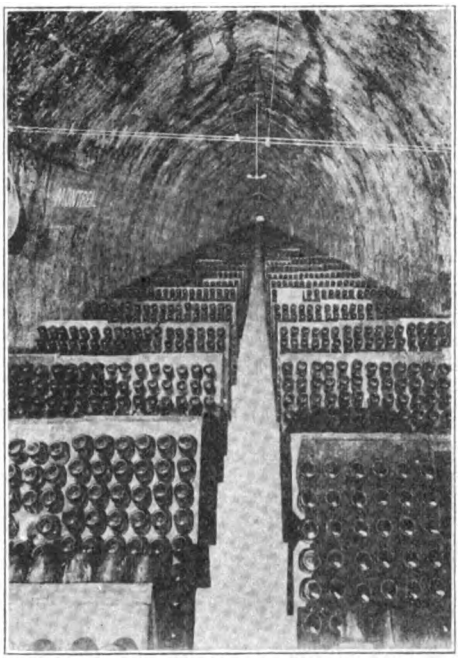
totally or partially destroyed. Out of six thousand miles of roads, three thousand were obliterated and their reconstruction required nearly two million tons of stone. Not a mile of railroad remained intact."

The records show that the American Committee resumed its work at Blerancourt and established other centers at Soissons, Coucy-le-Chateau, Ainzy-le-Chateau, and Vic-sur-Aisne, and that the territory covered now is, approximately, 400 square miles, with 125 villages, not including the City of Reims. Ten permanent foyers or social centers have been built. The transport service comprises sixty-five automobiles driven by American and British women. Boy Scout troops are organized by the committee, and each year scout camps are conducted under American leaders to train and develop the stunted youth of the region. The committee explains that nowhere in the devastated regions has life become so nearly normal as in the district served by it; that it is reconstructing not only destroyed material things but the broken lives and spirits of a great and friendly people, and that it is making a constructive contribution to the perpetuation of the civilization which eighty thousand Americans died to preserve.

Following luncheon at this center, we were addressed by the mayor and other representatives of the district. Miss Morgan responded, and spoke briefly of the work of the American Committee and the pressing needs of the people in the devastated area.

Although the original plan of the American Committee was to undertake nursing and the rendering of temporary aid for the homeless and stricken, the exigencies of the occasion led to other activities, amongst them the construction of a saw and lumber mill at Blerancourt to provide building material for the erection of temporary buildings to shelter the homeless, who had lost everything in the war. We visited this mill, still supported by the American Committee, where two hundred men are employed, on a holiday. The manager explained how the shrapnel had to be removed from many of the logs before they could be cut into lumber.

At three o'clock we left for Pasly, stopping en route to visit a baby show held in a factory building. We found the children carrying *home manufactured* American flags, with stripes too many and stars too few, but manifesting a keen desire to greet us right royally.



ONE OF THE WORLD'S SIX BEST CELLARS
At least, that is the claim made for the Pommery champagne caves in Rheims.

At Pasly we visited the small village church to attend the christening of a bell (a quaint ceremony) presented by an American woman, Mrs. William S. Doolittle of Utica, N. Y., in memory of her daughter. From Pasly we returned to Soissons for the night. During the evening we visited the American library and heard an impromptu but interesting lecture on the war by Captain Berdonneau.

From Soissons, on the morning of the sixteenth, we drove to the Chemin des Dames sector, where the Germans, after nearly four years of continuous struggle for these important heights, in May, 1918, beat back the French line, took Soissons, and advanced as far as Chateau Thierry, to be held there and hurled back in the Allied offensive beginning on July 18, 1918. Leaving our machines, we tramped over a muddy road and up an uneven, treacherous path to the ruins of Fort Malmaison, where Miss Morgan and the prefet of the Aisne (Monsieur Bonnefey Sibour) met us, and where we had a commanding view of the valley.

The Prefet gave us a brief resumé of the battles fought in this sector. We reached our machines over a less circuitous route, and resumed our journey to Reims. In this district we saw great craters made by shells, and, in the distance, hills once beautifully wooded now bare of trees and all vegetation. We passed some rehabilitated fields where the grain was high, and then long stretches of barren land, bearing all the scars of battle—the earth seared and shell-torn, rusty barbed wire fencing and jagged iron spikes still in place—mute evidence of the hideousness of warfare. Along the road we passed many military cemeteries, the black crosses distinguishing the German from the French soldier. It is a pitiful sight, this terrible toll paid to the war god. In passing through the village of Vailly, which was in ruins, we saw traces of German occupation in the renamed streets.

At Reims, following luncheon at the Grand Hotel du Nord, we were received by a representative of the mayor, who spoke to us in English. At the Pommery champagne works we were received by the general manager, who conducted us through some of the caves, or cellars, eighty feet underground, where we saw this delicious beverage in the process of bottling. There are ten miles of these underground tunnels, or natural caves. Twelve



(Reverse.) (Obverse.) (Reverse.)

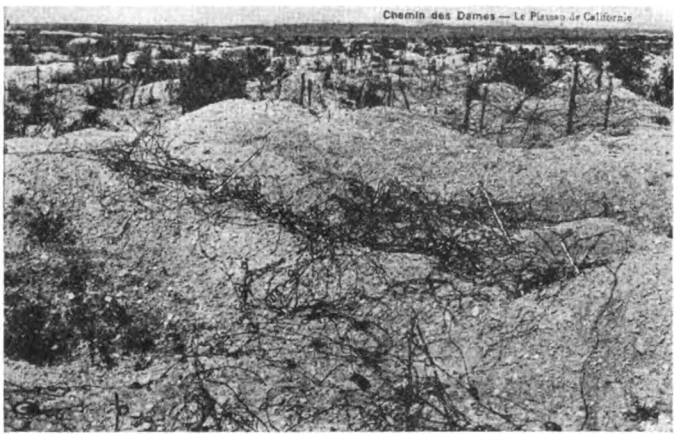
LARGE BRONZE MEDALS WERE PRESENTED TO EACH OF THE "GOOD WILL" DELEGATES BY THE MINISTER OF THE LIBERATED REGIONS

Digitized by Google

million bottles of champagne were in storage there An interesting feature of these caves was the historical pictures, of heroic size, sculptured (frame and figures) out of the rock. While sipping champagne, we listened to an address of welcome, in English, by the manager, and the reading of a telegram from the Marquis and Marquise de Polignac, owners of the champagne works, expressing regret that they were not in Reims to welcome us in person.

At the Cathedral of Reims, which is now in process of restoration, we were received by the Cardinal, Monseigneur Lucon, a venerable man of more than eighty-three years, who told us of the bombardment and the history of the cathedral. The City of Reims, which was under fire almost continuously from September, 1914, to October, 1918, was regularly bombarded and systematically ruined, but undefeated. It was occupied and then evacuated by the Germans in 1914. We also visited the Church of St. Remy, which is practically in ruins. After a drive about the city we returned to the hotel.

On the morning of the seventh, leaving Reims for Romagne and Montfaucon, we passed through the Argonne Forest. Along this road were trenches, shell-holes, dug-outs, and a German lookout in a tree now barren of foliage. We saw ground over which our American troops fought and the hills taken by them; everywhere evidences of warfare. At the Village of Ferne de Wacques we were obliged to detour to avoid bombs dropped in that vicinity by aviators in practice. One of our group, a Mr. Abbott, recog-



THIS IS WHAT THE FARMERS IN THE DEVASTATED REGIONS HAVE TO CONTEND WITH.



THE CHURCH AT MONTFAUCON, A SECTOR IN WHICH AMERICAN TROOPS FOUGHT



IN THE CENTER OF RHEIMS. THE CATHEDRAL IS SEEN IN THE BACKGROUND.



ST. REMY CHURCH IN RHEIMS WAS ALSO DESTROYED BY THE GERMANS.



CROWN PRINCE'S OBSERVATORY AT MONTFAUCON.



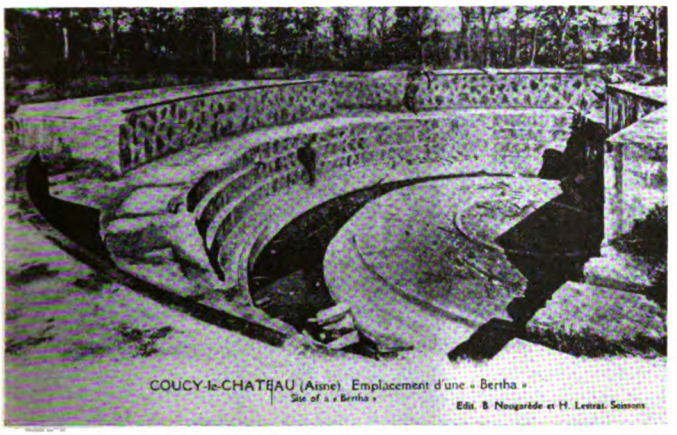
"DEAD MAN'S HILL" NEAR VERDUN

—L

Digitized by Google

nized a little village in which he had been stationed temporarily during the war and where they had discovered an enormous *underground,* electrically equipped German hospital. On the roadside, near the Argonne Forest, stands a beautiful memorial to the 1st U. S. Division, an eagle, sculptured out of granite, with drooping but protecting wings.

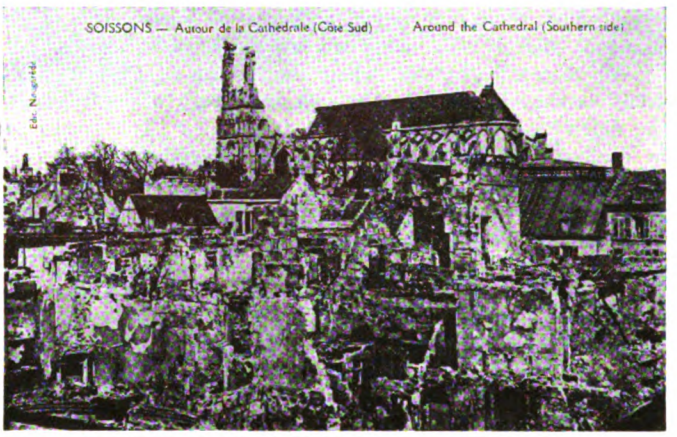
Passing through the Argonne Forest, we reached Romagne, where thousands of our soldiers rest beneath the shadow of the United States Flag. The officer (Lieut. Joffey) in charge of the Argonne Cemetery told us of the work now in progress by our government for further beautifying the cemetery. He explained



EMPLACEMENT OF THE GERMAN "BIG BERTHA" WHICH SHELLED PARIS

that within eighteen months stone markers, of one size and design, will replace the wooden crosses; that trees will be planted on either side of the center drive, and a beautiful chapel erected at the crest of the hill where now floats the American flag. The splendid appearance of this cemetery, where 14,000 of our American soldiers are buried, including 543 unknown soldiers, was most comforting and gratifying. Eleven thousand of the 25,000 buried in the Argonne Cemetery were brought home. This cemetery commemorates the most important offensive—the Meuse-Argonne drive—in which every American division, with a total of 1,200,000 men, took part.

Our next stop was at Montfaucon, where we were met by Major Lespinasse, commandant from the Garrison at Verdun, who, following luncheon, accompanied us on a visit to some of the ruins. He described the battles fought in this locality. One special point of interest was the house, now in ruins, which had been occupied for many months by the German Crown Prince as an observatory. We were told that 210 aeroplanes (French and American aviators), bombed this village and ousted the Germans. We viewed Hill 304, where Captain Berdonneau and his company were entrenched, and passed Hill 295, known as Hill Mortum, where the Germans, in March, 1917, after many efforts and at a heavy cost to them, succeeded in occupying the crest of the hill, where they organized formidable defenses, including deep shell-proof tunnels. A brief quotation from Michelin's Guide of "Verdun and the Battles for Its Possession," descriptive of the struggle waged between the French and Germans for a commanding position on this hill will be of interest: "Like Hill 304, Mort-Homme was one of the most fiercely disputed positions on the left bank. It consists of twin hills: No. 265 (of which the Bethincourt-Cumieres road skirts the summit) and No. 295 (the Mort-Homme proper, around which the road winds on the northeast), and formed an excellent observation post and artillery position in front of the real line of resistance. On March 5, 1916, the German offensive, which, until then, had been confined to the right bank of the river, developed with great violence on the left flank, progressing in six days to the slopes of Mort-Homme. On the fourteenth, after a five hours' bombardment with shells of every kind and size, sometimes at the rate of 120 a minute, the enemy's infantry attack on Mort-Homme began. The Germans took and kept Hill 265, but the French Infantry and Zouaves, after a magnificent defense, held their ground on Hill 295—the key to the entire position—and in night counter-attacks drove back the assailants to the northwest counter-slopes. From March 15 to the end of December, 1916, the Germans launched at least fifteen particularly violent attacks against Hill 295, sacrificing countless men and huge quantities of munitions. On March 16, 17 and 31 and April 9 and 10, French Chasseurs and Infantry repulsed the enemy in terrible hand-to-hand fight-



INHABITANTS OF SOISSONS FOUND THIS SCENE WHEN THEY RETURNED AFTER THE WAR

ing. On April 22, 23 and 24 the French 40th D. I., by its resistance and brilliant counter-attacks, broke up as many as three enemy attacks in one day and reëstablished the French front as it was on April 5. Further German attacks on Hill 295 followed on May 7, 20 and 22, June 29, July 12 and December 28. Their furious offensive of May 20 alone brought them momentarily on the southwest crest of Hill 295 and as far as the French second-line trenches, which were retaken on June 15. At that time the sector of Mort-Homme and Hill 304 was commanded by General de Maud'huy, whose courage and coolness are legendary in the army. The exploits of the French troops at Mort-Homme during the difficult period of 1916 were countless. On August 20, 1917, during the French attack along the entire Verdun front, the 31st D. I. carried all the German defenses and recaptured the Mort-Homme and its tunnels, including the one known as the 'Crown Prince,' which was 'cleaned out' by the Foreign Legion. In one of the tunnels several cavalrymen, units of the Thirty-sixth and a whole battalion of the Twentieth Regiment of the German Reserve, were captured, while among the officers taken was Count Bernstorff, nephew of the ex-German Ambassador to the United States. An entire staff was captured in another of the tunnels." In August, 1918, the Americans took over this sector. In the fields along this road our guides picked up rusty German helmets, canteens, parts of hand grenades, and small shell for those of the delegates who cared for such trophies.

Reaching the ancient city of Verdun, once a Roman fortress, we were received at the Hall of Justice by the mayor and the president of the City Council, the latter addressing us in English. We were shown the beautiful medal presented to the city by the United States Government (the first and only medal our government has presented to any community) in June of this year. In presenting the medal, our ambassador, Myron T. Herrick, stated it was given in the name of the Congress and the people of the United States as a mark of appreciation of the valor of the defenders of Verdun.

At the Citadel (the fortress of Verdun) we were received by the military commander, General Pougin. In this vast fortress, ninety feet underground, we spent the night. At the end of the

Digitized by Google

long dining hall, decorated with French and American flags, in electric lighted letters, appeared the now immortal phrase: "Ils ne passeront pas" (They shall not pass.) To the general's toast one of the delegates responded. As we were under military discipline, when taps were sounded we retired to army cots in these underground tunnels—a vivid reminder of the life of the soldier under arms. The following morning Major Lespinasse accompanied us on a motor trip to Fort Vaux and through the tunnels occupied by the French soldiers during the defense at Verdun. Entering the narrow, dark passages, wet and slimy, where these brave defenders had lived, often suffering from the lack of food and water, we found iron beds still in place. The walk through these tunnels was a distressing experience and we breathed a sigh of relief when we saw the sunshine again.

We visited the heights, where the Village of Fleury (completely destroyed) once stood, a sign only now marking the spot. The defenders of Verdun suffered frightfully. The bodies of the dead soldiers were used as a parapet for the living. This field is one huge unmarked cemetery, as the men were buried deep in shell fire. About 400,000 men lie in this soil at Fleury: only 40,000 bodies having been collected and given burial. Human bones are to be found everywhere on these fields. We visited the Ossuaire (presented by the American Red Cross), a chapel for the repose of the bones of the soldier dead, where a bronze palm from the entire Good Will Delegation was presented and received by the Curate, Monsieur Noel, who will care for it until it is placed on a monument soon to be erected.

We visited the Bayonets' Trench Monument, a pathetic reminder for future generations of how these brave defenders died, buried alive in the trench, gun in hand, the bayonet protruding from their earth tomb. G. F. Rand, of Buffalo, N. Y., visited this spot in 1919, and was so deeply touched by what he saw, that he offered at once to erect a suitable memorial, but was killed in an aeroplane accident before his plans could be formulated. A son of Mr. Rand carried out his father's wishes, and this splendid monument, designed by a French architect, was erected. The inscription over the entrance to this memorial reads: "To THE MEMORY OF THE FRENCH SOLDIERS WHO SLEEP, STANDING UP, THEIR GUNS IN HAND—THEIR AMERICAN BROTHERS."

Returning to the citadel, we saw along the road men with teams, removing debris from front line trenches. Following luncheon with the commandants at the citadel, we said good-bye to our military hosts, and, after a brief stop at "The Drop of Milk" home (work started during the war by a Vassar College unit for the care of babies), visited the ruins of the Cathedral of Verdun, now in process of restoration.

Tea in the garden of an attractive French home (recently restored) in Verdun, as the guests of a Miss Sibley, an American woman and war worker, was a pleasant experience. Miss Sibley's story of her four years in France and the work now being done in that district was most interesting. The night was spent at Hostellerie du Coq Hardi Annex and the following morning we resumed our journey. At Clermont we saw a large American Hospital flying the French and American flags.

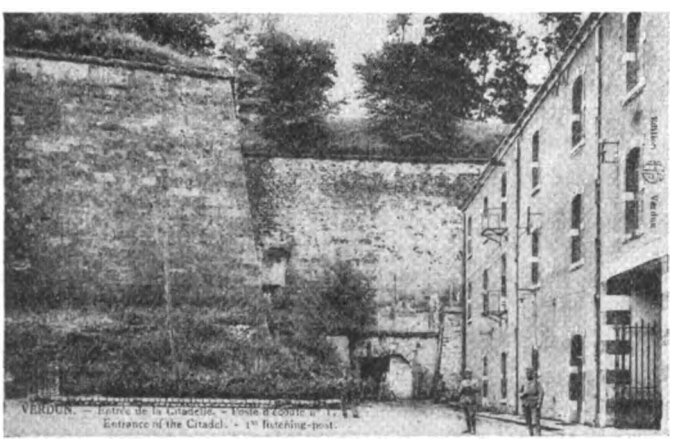
We arrived at Sainte Menehould in time for luncheon at Hotel de Metz, made famous by a visit from Alexander Dumas and Victor Hugo. It was here, in a quant room, with hand-painted walls of marine scenes, at a table still in use, that Victor Hugo wrote the first chapters of his famous "Rambles on the Rhine." Here also came King Louis Phillipe and his Queen, for a short stay.

At Chalons-sur-Marne we missed the reception at Hotel de Ville (champagne, music, and speeches) to arrange for a wreath to be laid by the Chicago delegation on the grave of Quentin Roosevelt, at Chamery. With the help of a young French woman (Mlle. Simonne Bourg) from the shop next door, who spoke some English and gave generously and patiently of her time to assist us, the wreath was made up. We remained over night at Hotel d'Angleterre Annex. On the morning of the twentieth we left Chalons-sur-Marne for Epernay, where we were cordially received at the Hotel de Ville by the prefet, the mayor, and a group of citizens. Epernay is, next to Reims, the most important champagne-producing center in France. The Germans tried in vain to take Epernay, which was frequently bombarded by them. The town was awarded the Croix de Guerre for the courageous conduct of its inhabitants.

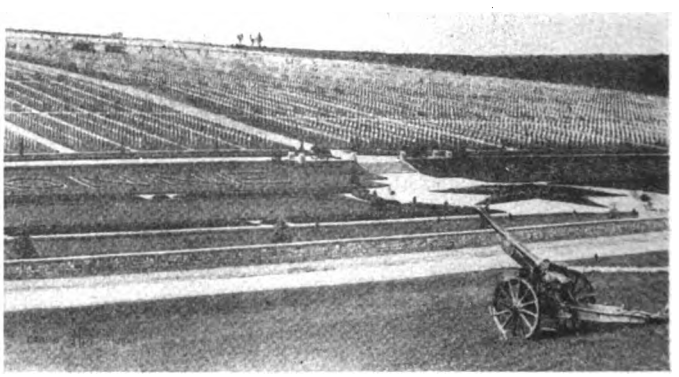
Arriving at the Village of Chamery, we left our machines and walked along the road to the hillside grave of Quentin Roosevelt, who was buried, with honors, by the Germans—a tribute paid to an aviator. A short distance from the grave we found a stone that marked the spot where Roosevelt had fallen.

Preceded by a brief ceremony, the Chicago delegates laid the wreath upon his grave, paying this tribute to the memory of our soldiers: "We place this wreath upon the grave of a well-loved and brave son of a great American, Theodore Roosevelt, whom we hold fast in our hearts. In honoring his memory we pay tribute to all of our brave American soldiers who fought and died in France in the cause of liberty and justice."

From Chamery we drove to Chateau Thierry, on the banks of the River Marne, where we lunched hastily, and then motored out to Belleau Wood, with its memories of our gallant marines. We ascended the hill at Belleau Wood, where stands a monument to the Second Division. Captain Campbell, in charge of the cemetery, spoke to us with great feeling of the part played by our soldiers in the war and also of the work now in progress for the beautifying of this cemetery. Upon our return to Chateau Thierry, we immediately entrained for Paris, where we rejoined Group "B" at the Hotel Moderne.



ENTRANCE TO THE CITADEL OF VERDUN WHERE THE DELEGATES SPENT A NIGHT



FOURTEEN THOUSAND AMERICAN SOLDIERS REST IN THIS CEMETERY AT ROMAGNE

—L

Digitized by Google

The afternoon of the twenty-first was spent in a drive over the beautiful boulevards of Paris. We motored to Place de la Concorde, one of the finest squares in Europe, famous as the site of guillotine during the Revolution, where Louis XVI, Marie Antoinette, Danton, Robespierre and many others were executed, and by the Avenue des Champs-Elysees to the Arc de Triomphe, built to commemorate the victories of Napoleon, under which the Allied Armies marched in 1919. We reached the beautiful Bois de Boulogne by the famous avenue of that name, proceeded by the Avenue Henri Martin to the Trocadero Palace, crossed the Seine to the Eiffel Tower, passed on to the Invalides, which contains the Tomb of Napoleon, and returned to our hotel by way of the Champ-Elysees.

On the morning of the twenty-second we visited the Palais du Luxembourg, with its fine gardens. In the afternoon a reception for the Good Will Delegation was given at Hotel de Ville. We entered the beautiful reception hall to the strains of "The Star Spangled Banner," played by de la Garde Republicaine, a noted orchestra. Following the address of welcome, a bronze medal from the Minister of the Liberated Regions was presented to each delegate. Delicious refreshments and an interesting musical program helped to make this occasion a most pleasurable one.

On the twenty-third we visited the Palace of the Senate, The Sorbonne and the amphitheater or chamber (resembling our Hall of Congress), where, in April, 1917, the announcement was made that America had entered the war on the side of the allies. During the impressive ceremony which followed this announcement a company of French soldiers entered the hall, presented arms and saluted the Stars and Stripes. Other places of interest visited were the Pantheon and Sainte Chapelle. In the courtyard we saw a statue (not yet unveiled) representing Justice placing a helmet on the head of the French lawyer and soldier. A visit to Notre Dame Cathedral, a twelfth century structure, famous throughout the world for its beauty and historic interest, ended our day of sightseeing.

On the twenty-fourth an all too hurried visit was made to the Louvre, with its vast collection of ancient and modern paintings (including the famous Mona Lisa) and statuary, and the Luxembourg Museum, where the works of living artists, destined for a place in the Louvre, are collected. The next point of interest was the Museum of the Army, with its display of battle-scarred flags, war paintings and relics, where we were received by General Maltiere and other military officers. At the Invalides we passed through the chapel of Louis XIV before entering the tomb of Napoleon. The Good Will Delegation was permitted to enter the lower corridor overlooking the crypt. The interior of the tomb is remarkably beautiful—the reflection from the stained glass in the dome giving the effect of perpetual sunlight.

Of great interest was the Pantheon de la Guerre, the wonderfully painted panorama by Carrier Belleuse and A. F. Gorguet, depicting the heroes of the late war. This painting will be brought to America this Fall and shown later in Chicago. We motored to Arc de Triomphe and laid on the grave of the Unknown French Soldier (placed under the arch in 1920) a spray of flowers (the red, white, and blue of our flag) as a tribute from the Good Will Delegation. In the late afternoon we took a short trip on the river Seine, from which vantage point we could study the architectural beauty of the many bridges.

On the afternoon of the twenty-fifth we attended a reception for the Good Will Delegation, given by the President of France (le President de la Republique) and Madame Millerand at their beautiful country home, Chateau de Rambouillet,—a three-hour drive from Paris. Monsieur Jusserand, French Ambassador to the United States, and Madame Jusserand were there to greet us. Monsieur Jusserand translated for us the president's address



THE "GOOD WILL" DELEGATES PLACED A WREATH ON THE TOMB OF THE UNKNOWN FRENCH SOLDIER IN THE ARCH OF TRIUMPH, PARIS

of welcome. Following dinner at a hotel in the village of Rambouillet we motored back to Paris.

Saturday, the twenty-sixth, the greater part of the day was spent in a visit to the Chateau, the Palace of Versailles, the Museum, the Park and the Trianons. The Palace was built in its original form under Louis XIII, enlarged by Louis XIV to its present immense size, and inhabited by the French kings up to the Revolution, since which time it has been converted into a museum.

In our visit to the Palace we passed through the famous Gallery of Mirrors (244 feet long, 34 feet broad and 42 feet high), familiar to us all as the hall in which the peace meet was held following the Armistice in November, 1918. It was here that in 1919 the Premier of France read to the representatives of defeated Germany the terms of the treaty which ended the World War. In that same city of Versailles, forty-eight years before, the triumph of the Prussian kings had been celebrated. This hall, now devoid of furnishings, possessed in Louis XIV's time, carpets of the Savonnerie, curtains of white damask brocaded with gold, high-stands, consoles, stools, silver boxes holding orange trees, and bowls and vases fashioned by the most skilled workmen.

The Petite Trianon is of especial interest in its association with the history of the ill-fated Queen Marie Antoinette. It was here she received word of the arrival of the Parisian mob, and fled, never to return. The bed-chamber still contains the bed, counterpane, clock and inlaid table which belonged to her.

We next visited the Hamlet, or Swiss Village, a cluster of rustic houses, where the Queen, with some of her friends, often went to escape the exacting duties of court life. We saw several artists sketching the lovely scenes in this vicinity. We lunched at Cafe de la Flotille du Canal in Parc de Versailles. Returning from Versailles we stopped at the home of Mr. and Mrs. Sheldon Whitehouse, (Mr. Whitehouse, in his residence abroad, acting in the capacity of counsel to Ambassador Herrick). Here Miss Morgan joined us. Tea was served at tables arranged on the terrace of the lovely gardens. We returned to Paris by way of St. Cloud and Bois du Boulogne.

The evening was spent at the opera (Theatre National de l'Opera), where we heard "Thais," the title role being delightfully sung by Miss Hilda Roosevelt, an American artist.

Sunday was our first free day.

Monday afternoon, August 28, a reception, presided over by the Minister of the Liberated Regions, was given the delegates by the "Comite Franc-Amerique."

In an address to the members of the Good Will Delegation to France, Monsieur Andre Tardieu, honorary president of the American Committee for Devastated France, and former High Commissioner for France in the United States, said:

Digitized by Google



UNITED STATES SECTION OF THE GREAT WAR PAINTING IN THE PANTHEON, PARIS

"As Honorary President of the American Committee for the Devastated Regions, it is my privilege to welcome you to France. You are American women, coming from all parts of the United States and representing, collectively, every worthy feminine activity. You have been chosen by your fellow citizens to represent them. These are good reasons why my country should greet you as it does, appreciating you as gracious ambassadors of Good Will sent by your country to ours.

"Ours is a very old country and half of its population are farmers who are deeply attached to their land by centuries of tradition. When, along the roads that you are to travel, you see our peasants at work in the fields, bear in mind that they form the very backbone of our nation. National unity, both material and moral, was accomplished in France before it was achieved by any other European country. We no longer know the racial quarrels which survive in other countries of this continent. Ours is not, like yours, a nation which receives and absorbs immigrants coming to it from all parts of the world. We always have had to depend upon our own people—to draw from our own stock. That is why our history, in spite of the many political upheavals which mark it, shows such perfect continuity.

"In 1871 the conqueror tore from us our provinces of Alsace and Lorraine. We suffered from their loss as one does from that of an amputated limb. Yet we remained at peace and when, after forty-four years, war broke out anew, it was again German aggression which forced it upon us. For fifty-two months we fought to defend our invaded soil. During the thirty-second month your nation came and stood by our side. Never, never, shall we forget that.

"The United States declared war to safeguard her own freedom. But the American cause and ours was the same. Your blood and ours flowed together and sealed between us a bond which, truly, is imperishable.

"Our losses have been terrible. Of the 600,000 homes razed to the ground by fire and shell the vast majority have not yet been rebuilt. The 1,400,000 men who gave their lives on the battlefield deprived France of her strongest manhood. You will remember, perhaps, of reading in your newspapers at home that France is imperialistic—that she dreams of new wars. You will know that is not true. A man having escaped from an agonizing death does not desire to renew the experience. War nearly annihilated us—left us bleeding—clutching at life. Now we want peace. We want to live!

Imagine America War-Swept

"In our large cities—in Paris especially—you may receive the impression that our wounds are well bound up and healing rapidly. But in the country, in the small towns and villages, you will realize more easily the immense effort which we must make in order to cope with the reconstruction problem. To rebuild our destroyed homes is our first duty but the task is heavy. To restore to our national treasury the wealth which we were forced to spend on the war—a sum which represents a quarter of the entire national wealth and, at the same time, to carry the staggering burden of taxation, taxation which has increased from one billion dollars annually to five billions, as well as a national debt risen from six millions of dollars to seventy billions—this is an appalling burden for a nation to carry, courageous as she may be.



FRENCH PEASANTS
From a photograph by Miss Raymond

"In order to picture adequately the effect of the war upon France, let us suppose that the war had been fought in the United States instead of in France and that America's losses had been, proportionately, as heavy as were ours. You would have had four million dead and ten million wounded. Every industrial plant and factory between Washington and Pittsburgh would have ceased to exist. All your coal mines would have been destroyed. That is what war—on the scale we experienced it in France—would have meant, proportionately, to you with your population and area.

"After being in such peril we might have given way to passion; we might have made wrong use of our victory. We never thought of doing so. Peace did not give France sovereignty over one human being who had not been French in heart and soul for a long time. No punitive indemnity was demanded from the aggressor. He was required only to repair the ruin he had caused. So far that requirement of simple justice has not been fulfilled.

"For the work of reconstruction, for pensions to widows, orphans and crippled soldiers, France has spent during the last two and a half years seven billion and a half dollars, or about $5,700 a minute. Germany during that same period has paid France only half a billion dollars, or $381 a minute. This means that Germany, by failing to keep her solemn promise to France to repair the wrong she had done, has cost France in the last thirty months $5,319 a minute; $319,040 an hour; more than seven and a half million dollars a day or three billion dollars a year.

A Question of Life or Death

"Do not be surprised if you hear us insisting frequently upon our right. It is a question of life or death with us. It also is a question of national and solemn duty to our dead. It must not be that they died in vain.

"I know America well enough to be sure that if you were in our place you would think as we think. When you return home tell your friends that you found us the same as we always have been since we put our swords at the service of your newborn liberty. Tell them that, although sorely tried, we have full confidence in our destiny. Our generation, already sacrificed to war, continues to sacrifice itself to peace, its only hope being that it may leave a better, happier world to the generation which will follow it.

—L

Digitized by Google

"Look at France! She is erect amidst her ruins—legacy of a great victory won, on her soil, for humanity. Her eyes are fixed on a future of peace, liberty and justice.

"But do not ask her to forget the lesson learned by cruel experience—that there are times when peace, liberty and justice need the support of armed force for their preservation.

"We hope, Ladies, that you will carry the pleasantest memories with you when you leave France. We are happy in welcoming you. In France you are at home."

In a volume issued by the Bankers Trust Company, entitled: "French Public Finance—in the Great War and Today," the official story of how France financed her war expenditures and how she is today meeting the financial problems of the reconstruction of the devastated regions is told is the following concise, interesting explanation of the extent of the damage:

The Extent of the Damage

"The devastated area covered approximately 6,000 square miles, or about three per cent of France. The population of this area at the time of the war was about 2,000,000, or only about five per cent of the people of France. However, when it is remembered that within this limited area lay the section of France from which came fourteen per cent of the wheat produced, forty-seven per cent of the sugar, fifty-five per cent of the flax, seventy-four per cent of the coal, ninety-two per cent of the iron ore, eighty-one per cent of the iron, sixty per cent of the steel, eighty per cent of the wool products, and seventy per cent of the cotton products, then the seriousness of the situation becomes manifest."

Miss Morgan and Mrs. Dyke were at the station in Paris to bade us farewell. We were accompanied as far as Havre by our directors, Madame De Lauzenne and Capt. Berdonneau. The return voyage was uneventful, until we reached New York Harbor, and had our first glimpse of the Statue of Liberty.

"What is love of one's land?
Ah, we know very well
It is something that sleeps for a year, for a day,
For a month, something that keeps
Very hidden and quiet and still,
And then takes
The quiet heart like a wave,
The quiet brain like a spell,
The quiet will
Like a tornado, and then shakes
The whole being and soul,
Aye, the whole of the soul."
—Ford Madox Hueffer.

The evening of the day we arrived in New York we were entertained at an informal dinner at the headquarters of the American Committee, 16 East Thirty-ninth street, where telegrams from the governors of many states, including one from Governor Small of Illinois, welcoming the delegates home, were read to us.

In closing, we take this opportunity of expressing the Committee's appreciation for the financial aid given it through your contributions to assist in carrying on its work in the devastated regions.

Rockford Fire Chief Commends Service

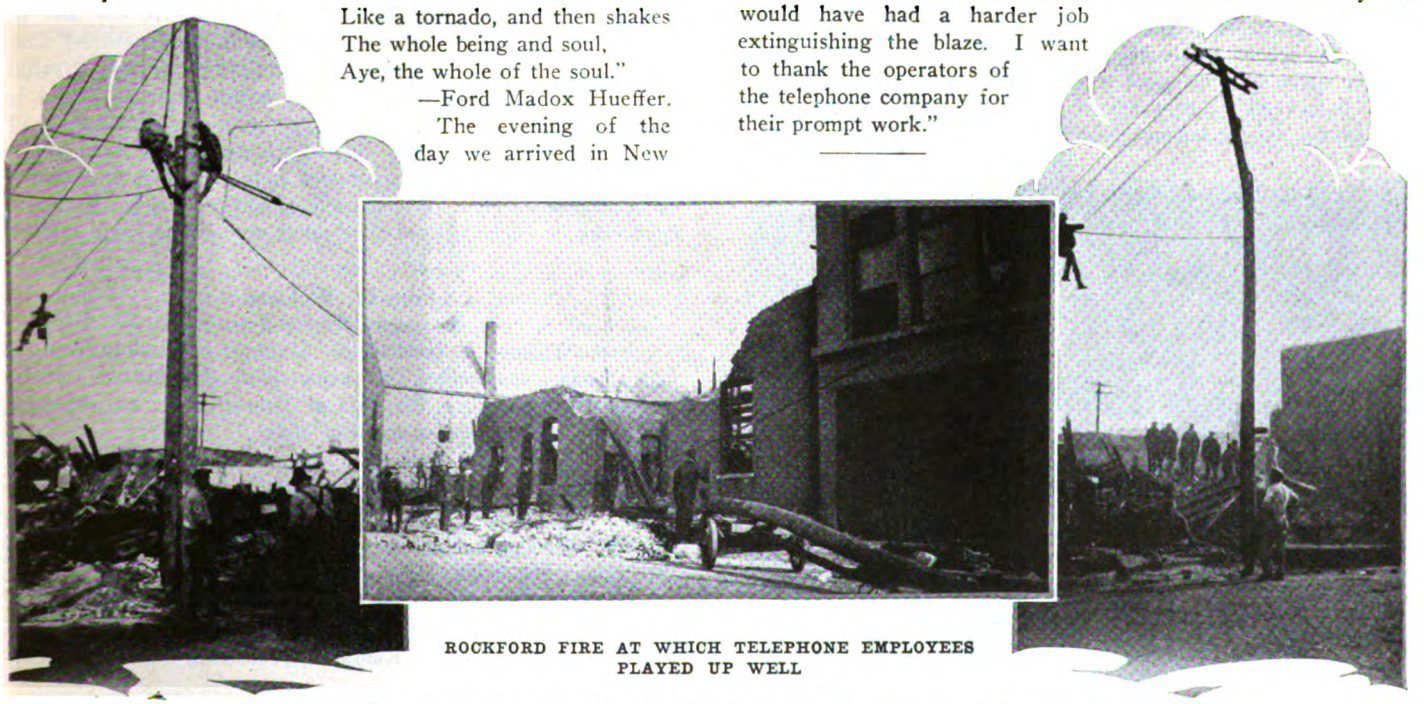
TELEPHONE forces at Rockford played up well on the evening of September 25, when fire completely destroyed the building occupied as a garage by the Fay Motor Bus Company, which contained at the time about thirty-two motor buses and several touring cars, all of which were a complete loss. The entire loss has been placed at $60,000.

The telephone company's cables run along the street and alley adjacent to the garage, and due to the falling poles and wires it was at first thought that the cables would be completely burned. However, a few minutes after the fire started, Plant Chief Harry Brown was on the scene and notwithstanding the fact that the dense smoke was almost suffocating worked until he succeeded in pulling aside the cables and tapeing them so that the loss of service on these lines was reduced to a minimum.

He then went to the exchange building where a meeting of plant men happened to be in session. He selected and organized his men and before the fire was out had a gang working at the scene of the fire caring for the company's equipment. At the nearest corner to the burning building a telephone pole was broken and hung suspended only by a wire. By night of the next day new poles and messenger replaced the damaged ones and everything was in readiness for the Construction Department to place new cable, which was completed the second day after the fire.

Commenting on the fire, Chief Thomas Blake of the Fire Department praised the work of the operators, the following statement made by him appearing in a Rockford newspaper:

"I don't know what we would have done without them last night. Desk Sergeant Peter Schaefer told me that they gave him wonderful service in his calls to men who were on the 'off-shift.' If it had not been that they were summoned immediately we would have had a harder job extinguishing the blaze. I want to thank the operators of the telephone company for their prompt work."



ROCKFORD FIRE AT WHICH TELEPHONE EMPLOYEES PLAYED UP WELL

Left: Anchoring messenger on new pole after fire in the Fay Bus Garage. Center: Clearing debris previous to setting poles. Right: Placing rings on messenger for cable.

Digitized by Google

TELEPHONE TRAIL BLAZERS WITH NOVEMBER SERVICE RECORDS

Thomas Eviston

November, 1897—25 Years

YEARS ago, when Mr. Eviston was just an office boy for General Superintendent Zeublin, he is said to have been both red-headed and "sassy." The first part of this base slander may be true, but those of us who know Tom well, refuse to believe the second part, that is the saucy part.

We know that he always has a "hot come back," but mark you, only in self defense.



THOMAS EVISTON

Mr. Eviston left the job as office boy to work in the Construction Department under Courtney Prince, then superintendent and has since had a wide and varied experience in all kinds of construction work.

Today he is using that experience to advantage in the capacity of assistant to the plant engineer, M. H. Riley, in making plans for extensions to plant.

He indeed would be a bold man who attempted to write the entire war history of Tom Eviston, but he was there — over there — and served in the Signal Corps, enlisting as a first-class sergeant, spending most of his overseas time in France at Brest, in telegraph and telephone construction work for the American Expeditionary Force.

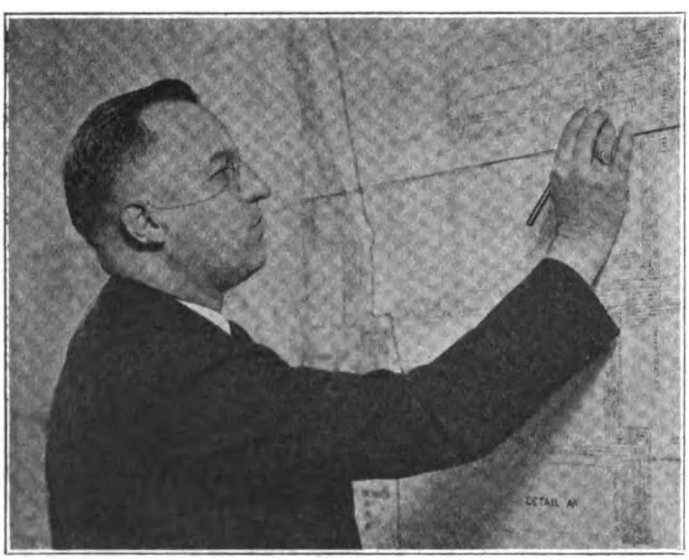
Someone recently asked him "if he had any trouble with the French language while over." Tom said, "No, I didn't, but the natives had a lot of trouble with mine."

Joseph J. Novak

November, 1898—24 Years

What do you think of this picture? Joe Novak himself posed for it. Joe has never been one to dodge responsibility and when he was asked to stand (not sit) for a picture he made no effort to turn the job over to some one else in the office.

We make this statement to clear any doubt that might arise as to Joe's twenty-four years of service. True enough he may not look the part of having been in the telephone business so long,



JOSEPH J. NOVAK



J. W. WOLCOTT

but perhaps there was no law at that time regulating the employment of children. Mr. Novak began work as an errand boy for J. S. Ford, then of the Equipment Department.

In the days when the horse was king in the telephone trucking business, Joe had the job of chief clerk in the "Brilliantine" Department. If you are not the old timer in the business, Joe will give you an out-of-date trunk map if you can tell the duties of the "position." In the langauge of the story teller, "it was this way": Horses were bought, paid for, represented money, and therefore it was necessary to keep a record of the investment together with identification marks. They tried to keep a record of the horses in something like the manner that the police kept a record of criminals, by the Bertillon system of photographs, thumb prints and measurements, only the boys called the horse record the Brilliantine system in bulesque of the Bertillon plan.

So it was Joe's job to go around and photograph the horses, take their "foot-prints," figuratively speaking, that is the measurements and any distinguishing marks by which they might be identified in case of loss.

In our excitement we almost forgot to say that Mr. Novak is now answering to the title of "trunk engineer" and in that capacity has worked out quite an elaborate system not only of keeping careful records of the trunk cables in and around Chicago, but he and his assistants have developed a mammoth roller map to show graphically the entire network of trunk cables in the city.

It is needless to say that this map is far from a fixed affair. On the other hand it is in a constant state of growth and change made necessary by the varying traffic conditions and has become a most valuable adjunct if not an absolute necessity in trunk studies.

John W. Wolcott

November, 1898—24 Years

John Wolcott, a resident of Chicago, being duly deposed (not thrown out of office, but sworn) declares and avers that he was born in two states, the state of Massachusetts and the state of infancy, and that he is proud of both.

Cross examination fails to dislodge him from either position and he offers his rich New England patois in proof of the statement.

You should hear him say, "Pock Yu Caa," which translated into Illinois Bell language is "Park Your Car."

He started with the New England Company in Boston and it took him about fifteen years to come to Chicago by way of New York, Alamaba, St. Louis, Kansas City, Detroit, Indianapolis, and a lot of other places.

Chicago had long been planning to cut over a portion of the city to machine-switching and when this project was set in motion

Digitized by Google

it was deemed necessary to get a man of combined traffic and maintenance experience to handle that portion of the work which involves both of these functions; and Mr. Wolcott was the man and his experiences are being put to good use.

Jack says that he has found football fast and strenuous, but after all there's no game like the one he is in now—the telephone game.

Walter C. Mielke

November, 1899—23 Years

Walter Mielke did not have to be imported to Chicago to become a naturalized citizen for he was born there in 1883 and has lived there continuously ever since.

Mr. Mielke says in Gilbertian language of *Pinafore:*

When I was a lad I served a term
As office boy in an attorney's firm.
I cleaned the windows and I swept the floor,
And I polished up the handle of the big front door,
I polished up the handle so carefulee,
That now I'm chief clerk to the Plant Accountee.

It seems rather queer that a boy starting to work in a lawyer's office should be headed for the telephone business, but this is the story.



WALTER C. MIELKE

Walter went to work in July, 1897, for Williams, Holt & Wheeler (now Cutting, Moore & Sidley) attorneys for the Chicago Telephone Company and the Western Electric Company. He sought for employment elsewhere and in November, 1899, began his service with the Chicago Telephone Company, as office boy and file clerk in the offices of S. J. Larned and J. E. Zeublin, second floor of the old main office building.

Mr. Mielke recalls with pleasure that in this same office were also among others the following well-known men: W. R. Abbott, E. G. Drew, O. J. Holbrook, William Harriman, V. R. Lanestrem, L. C. Jones and H. M. Webber—quite a wonderful coincidence, if you please, that so many men still holding important positions in the telephone business should have had their several desks in the same room twenty-three years ago. How the business has grown! Just think of crowding these men, their present responsibilities and their assistants in the same room—today!

Walter served in the Traffic Department for several months and then went with Mr. Harriman. Being desirous of further educating himself, he asked for a transfer to night switchboard repairman in the Maintenance Department, so that he could spend a few hours of the day in attending Lewis Institute.

In 1904 Mr. Mielke went with Mr. Harriman again; in 1911 he helped to organize the Plant Accounting Department, and is at present chief clerk in charge of plant payrolls, labor and expense accounting for the entire state.

Lemuel G. England

November, 1900—22 Years

Mr. England, having decided he wanted a permanent job, when he met O. S. Morse on a street in De Kalb, made his application then and there. That was twenty-two years ago and Mr. England has been in the telephone business continuously since then.

This was not his start in the business, however, for in the eight years following 1889, he had worked on telephone lines in Bloomington, Pekin, Peoria, Moline, Rock Island, Rockford, Beardstown, De Kalb, Galesburg, Kankakee, Decatur and Davenport and Dubuque, Iowa. At least, those are the towns Mr. England recalls offhand. In Peoria he helped place the first cable that city ever had.



L. G. ENGLAND

When Mr. England was asked what he did in those early eight years, he said there was a little of everything and added that a "first-class man" had to do anything from cable work to digging holes in the ground. From his present point of view, he sees some of the equipment used in those days as being unique; for instance, he tells of one switchboard on which he worked that did not require any night bell for the operator for, he says, "When one of the drops fell, it made enough noise to wake me up."

Incidentally, he relates that chairs especially designed for operators were not in use then. The operators made themselves as comfortable as possible with the common kitchen variety.

When he applied for that permanent place in 1900, he also stated that he liked to remain in one town more than a week at a time. He must have been pretty well satisfied when he was sent to Pontiac and remained there until January, 1921. In that time he was engaged as repairman, lineman and district foreman.

In 1921, he was transferred to Dwight, where he now serves as manager.

Charles S. Cerney

November, 1901—21 Years

Look at his picture! Really not a good one, because it is hard to show action in a still picture. Volley ball, like most games of speed and physical action, does not lend itself to posing.



CHARLES CERNEY

Charlie neither looks nor appears like this when he is serving a volley ball. Nix! All the time he plays he is right on his toes serving, making passes, handling or squawking at the referee, trying to win the game for his own side—for all is fair, if the referee doesn't see it.

If you are a trail blazer, look yourself over and ask yourself if you, too, can play volley ball with the regulars. If you cannot, it may be because you have never wished to, but it is a game to keep one young, if not overdone, and it's Charlie's noon hour sport, as a relief from office work the other eight hours a day.

Mr. Cerney began in 1901 as a ground man, then became a lineman and afterwards utility man. He then went to the record department and later did appraisal work for the old five state organization which included Ohio, Indiana, Illinois, Michigan and Wisconsin, finally entering the Assignment Division of the City of Chicago where he now specializes on central office and area cable cuts.

Digitized by Google

Mr. Hearne's Vacation

FEW telephone people would dispute that the pictures on this page show a real vacation. The man lucky enough to enjoy this was W. R. Hearne, auditor of disbursements of the Illinois Bell Telephone Company, and the vacation took in a part of the month of August. The pictures were taken at Lake Rondo, a small lake near Lake Pytonga, a larger lake on which the camp of A. A. Berrick, brother-in-law of Mr. Hearne, was located. It was not the shooting season and the camera was the only weapon used against these giant denizens of the wilds.



W. R. HEARNE ON VACATION
Gray trout caught by Mr. Hearne at Lake Pytonga, Quebec.

The pictures are remarkable for the moose is either one of the hardest animals to approach or else when approached is one of the hardest to get away from.

In both cases shown the approach was by canoe and silent paddling made it possible to steal up and snap the pictures.

The moose in the larger picture was a young bull. It had not grown shy and for a time seemed about to approach the boat. However, it finally trotted off into the underbrush. The other moose was a full grown bull and one of the largest, if not the largest, ever seen in this part of Quebec. It ran immediately upon discovering the boat, indicating that it had been chased and probably shot at many times.

Lake Pytonga is about 125 miles north of Ottawa in the province of Quebec, Canada. The lakes of the region abound in fish and game is abundant.



IT WAS THE "CLOSED" SEASON AND THE ONLY SHOT ALLOWED MR. HEARNE WAS ONE WITH A CAMERA

A Splendid Thought

THAT employees of the Illinois Bell Telephone Company are becoming more and more interested in safety is demonstrated in the following September safety thought originated by a clerk in the Illinois Division and distributed to the construction men:

SAFETY FIRST

S is for SAFETY, a wonderful thing,
A nd to fight and to pull
F or this plan we should sing.
E ach employee should take hold with a vim and an aim
T o make for this department a SAFETY FIRST name
Y ou can if you will only try real hard,
SAFETY is a great thing, dear old pard.
F irst you establish a SAFETY FIRST thought,
I nvoking your friends to
R emember, an accident prevented is happiness wrought .
S ee SAFETY, act SAFETY, practice and preach,
T ill the top of the ladder in SAFETY we reach.



PICTURE OF A YOUNG MOOSE TAKEN BY MR. HEARNE

—L

Digitized by Google

Gives Solutions of Checker Problems

By A. J. Scott, President Bell Telephone Chess and Checker Club.

IT is sometimes remarked that even though you may be able to solve problems with comparative ease, it does not mean that you are a strong checker player, so why solve them?

Assuming that it is possible to become a fairly good problemist without being a very good player, the fact remains that expert players are all good problemists. In view of this, there seems to be ample reason for, and much benefit derived from solving problems.

Problems are very instructive in showing positions and in illustrating principles underlying the science of playing the game. They help one to see and recognize winning positions. Many games are drawn or lost, merely because the player having the position either does not recognize it or does not know how to handle his pieces to get the proper result. In other words, he may see that he has the advantage in position, but he cannot solve the problem.

As a matter of information, it may be stated that every problem appearing in these columns is taken from the ending of an actually played game.

The solutions have been carefully analyzed so that they represent play of a very high order and by setting the pieces up and running over them on your board, you will note some clever principles are brought out which can often be employed in regular playing games.

The problems illustrated in the October BELL TELEPHONE NEWS seem to have been quite difficult for many players judging from the solutions sent in.

They were published to meet the requests of some who asked for more difficult problems and the indications are that they were up to standard in this respect.

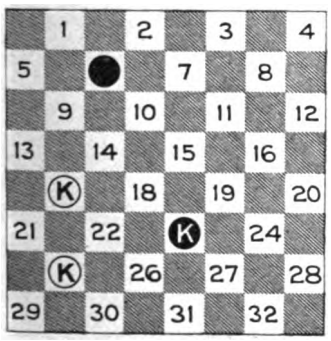
The names of those solving them are Messers. Alexander, Lester, O'Grady, Singer, Simons and Cruickshanks.

In problem No. 1, black occupying squares 4, 10, 13 and K 7 and 21 with white on squares 12, 17, 22, 23 and K 16 and 20, white was to move and win. Solution: 16-11, 7-16, 20-11, 21-14, 12-8, 14-17, 23-19, 17-26, 19-15, 10-19, 11-7, 4-11 and then 7-30 wins for white.

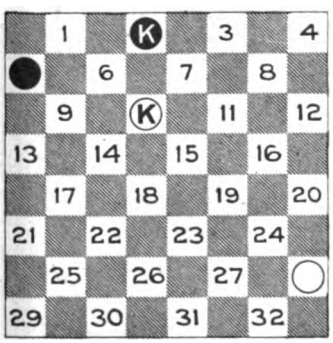
In No. 2 black is on squares 1-3, 5, 6, 7, 10, 11, 12, 14, 15, and 18 and white on squares 13, 19, 20, 21, 23, 24, 25, 27, 28, 29 and 31, black to move and win. Solution: 14-17, 23-14, 6-9, 13-6, 17-22, 25-18, 10-17, 21-14, 1-17, 19-10 and then 7-32 wins for black.

—

(Two checker problems are illustrated below. Try to work them and send your solutions to A. J. Scott, Room 601, Bell Telephone building, 212 West Washington street, Chicago. The names of those who solve the problems and the correct solutions will be published in the December BELL TELEPHONE NEWS.)



1. WHITE TO MOVE AND WIN



2. WHITE TO MOVE AND WIN

Black always occupies squares 1 to 12 and white squares 21 to 32 at the start of the game. In the figures shown above the playing squares are so numbered for convenience in getting solutions.



Fate of Nine Little Linemen

Ten little linemen went out to build a line,
One stood by the dynamite and then there were nine.

Nine little linemen fearing to be late,
Drove into an open trench and then there were eight.

Eight little linemen saw the way to heaven
Trying hard to beat a train and left only seven.

Seven little linemen getting all the kicks,
From a manhole full of gas, and then there were six.

Six little linemen like bees in a hive,
One fell over a piece of wire and then there were five.

Five little linemen working all the more,
One touched a "high line" and then there were four.

Four little linemen busy as could be,
One climbed a ladder, and then there were three.

Three little linemen hurrying to get through,
One tried to save his safety belt, and then there were two.

Two little linemen, missing all the fun,
Stepped into a manhole and left only one.



One little lineman working carefully,
Said, "You will believe, it's SAFETY FIRST for me."

The Telephone Girl

THE telephone girl—how few of us who use the 'phone many times per day realize that the owner of the gentle voice at "Central" may prove herself a heroine any day. She is there, meeting every call upon her and doing it without any bragging or bluster.

The cases where a great disaster has brought out the true mettle of the telephone girl are many, but there are more cases where some really heroic act is "all in the day's work." The telephone girl is called upon for many things and quick thought is needed every time.

Take the case of the girl in Bryn Mawr, Penna. She saw a signal on her switchboard, plugged in to answer the call and heard moans over the 'phone. She acted—a doctor was called, sent to the place and probably saved the life of the woman who had fallen just as she started to 'phone.

Yet the young woman, herself a bride of but two weeks, regarded it as part of her work. She was trained to think in emergency—and was ready when the emergency came. It is this training that makes heroes or heroines in everyday life.—*Waukegan Daily News.*

Dusty Roads

FAIR one at the wheel—"How do you like our motor roads?"

He (dustily)—"Best I ever tasted."

Digitized by Google

SAFETY FIRST and ACCIDENT PREVENTION

The Illinois Bell Telephone Company is a member of the National Safety Council and the Chicago Safety Council.

SEARCH YOURSELF FOR THE CAUSE OF YOUR OWN ACCIDENTS.

THE CARELESS MAN MAY BE HAPPY BUT NOT FOR LONG.

Let's Put Illinois on Top

STATISTICS show that the Illinois Bell Telephone Company ranks third with the other associated Bell companies in having the least number of accidents. In the third quarter of 1921 the Illinois company was eighth on the list. The last quarter of that year showed that it had advanced to fifth place and it remained in that position during the first quarter of 1922. The following quarter showed still another advance—to third position.

Are Illinois employees content to remain in third place? No! With the aid of every employee the name of the Illinois Bell Telephone Company can be placed at the head of the list. The record as shown in the paragraph above demonstrates what can be accomplished, and if everybody will buckle down to the task of preventing accidents the lead can be gained and kept permanently.

Now is the time for all employees to unite in the greatest drive that has ever been put across. Every day should be safety day. Let every one start the day by using the slogan, A. B. C. (Always Be Careful), and bearing it constantly in mind put forth every effort to prevent accidents. As more skill is attained the fewer accidents there will be. The splendid coöperation that has been shown in the past should be increased a thousand-fold.

Many acts of so-called carelessness that have caused accidents and which could have been avoided had proper methods been adopted may be recalled. Recently an Illinois employee was working up on a pole. He called down to his fellow-worker to throw up a chisel to him. The man on the ground complied with



A B C

ALWAYS BE CAREFUL AS TAUGHT IN THE ILLINOIS BELL CONTINUATION SCHOOL

Our Continuation School is conducted for boys and girls between fourteen and sixteen years of age, who have left full time school to go to work.

Luther B. D'Armand, the teacher, says the purpose of the school is to teach boys and girls how to use their working hours, as well as their leisure time, laying special emphasis on out-door exercise, wholesome recreation, hygienic, civic and vocational instruction. Mr. D'Armand gives part of the time each school day teaching children rules for accident prevention. The above picture shows him taking the class through an arithmetic lesson on safety. He lays particular stress on the following dangerous practices:

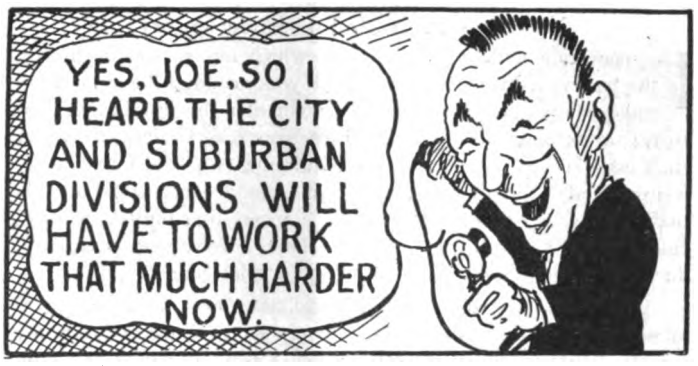
1—Running across streets.
2—Riding bicycles on sidewalks.
3—Hooking on to wagons, autos, etc.
4—Running up or down stairs.
5—Sliding down banisters or in hallways.
6—Spilling water on the floor while at the water fountain or in the toilet room.

The teacher is doing his best to convey to these children's minds that safety is essential to success and that to be useful to themselves and their employers they must learn to prevent accidents.

Mr. D'Armand, who has been teaching children for thirty-one years, feels that the boys and girls of the Illinois Bell Continuation School have a good start in the right direction and that with a little help in the way of good examples from the grown-ups across the street (as he puts it), he will bring the class through with flying colors.

Digitized by Google





the request, and the chisel came hurtling through the air. The man on the pole reached out to catch it and result was a long gash in the hand. This accident could have been prevented.

Handrails have been placed on the walls of stairways and safety treads on the steps, yet reports of accidents to operators who have fallen continue to be received. It only requires a little thought, Always Be Careful, to realize that the fall could have been avoided.

All together! Let's put Illinois at the head of the list, remembering that as Kipling might say:

"It's not the guns or armament—or the money they can pay,
It's the close coöperation that makes them win the day.
It's not the individual, or the army as a whole,
But the everlastin' teamwork of every bloomin' soul."

Safety Pledge

THE following letter was received from H. M. Webber, Superintendent of the Department of Claims:

"While attending the annual banquet of the National Safety Congress, held under the auspices of the National Safety Council at Detroit from August 28 to September 1, inclusive, one of the most impressive occurrences that I have ever witnessed was the reading of the "safety" pledge by a young lady of Detroit, and the repeating of it in unison, word for word, by 800 safety delegates, while standing. The pledge in question is as follows:

> "Here assembled and mindful of our great responsibility, we pledge our energies to the conservation of human life, to think always of the safety of our fellow men, to watch for unsafe conditions in our work, on the streets, in our homes, and to take proper measures to correct them. We affirm our faith in the aims and purpose of the National Safety Council. Imbued with the conviction that we are partners in a great cause, we promise our constant and staunch support of its high principles and guiding service. May we consider that day lost in which we have failed to do some deed or devote some serious thought for the better care and safety of human kin."

"It seems to me that it would be well if this pledge were printed in the BELL TELEPHONE NEWS for the information of each of our employees."

Motor Vehicles Kill 79 Persons in Month

"SEVENTY-NINE deaths due to automobiles and trucks occurring in Chicago and Cook county is the toll we paid for our recklessness during the month of August," said H. M. Webber, vice-president of the Chicago Safety Council, in discussing these statistics recently prepared from the coroner's records.

"If the daily average of fatalities continues we will kill more than 720 people during the present year unless the terrific pace is soon abated. August's record is an increase of eighteen over the same month last year, and brings our total increase for this year over 1921 to seventy-three, or more than sixteen per cent.

"The Safety council is in fullest sympathy with the campaign about to be launched by Chief Fitzmorris to curb the motorists who seemingly have no regard for the safety of others. It has been demonstrated in Detroit and other cities that the only way automobile fatalities can be reduced is by sending the persistent traffic-law violating motorists to jail.

"Of the seventy-nine fatalities last month, twenty-six involved children under sixteen years of age. Analyzing the record case by case, we find that many motorists do not give children the benefit of the doubt, and largely as a consequence the lives of 189 boys and girls were sacrificed to speed, law violation and carelessness during the last nine months.

"The Careful Crossing campaign of the American Railway Association has done much to reduce railroad automobile fatalities this summer, and it is to be hoped that the motoring public will continue to heed the numerous warnings issued. Practice of the old rule of the days of the horse and buggy—stop, look and listen—is generally recognized as the best preventative of such casualties."—*Chicago Commerce.*



Reproduced by permission of N. Y. Tribune, Inc., Copyright 1922.

Digitized by Google

Your Radio and the Fire Underwriters

IN connection with the radio craze which has sprung up during the past year many telephone employees no doubt have installed radio equipment without knowing whether the installation conforms to the requirements of the Fire Insurance Underwriters. If such installations do not meet the requirements of the Fire Underwriters, and a fire of electrical origin should occur, it is possible that the owner of the radio installation may find himself in difficulty with his insurance company, whether the cause be actually due to the radio installation or to some indeterminate cause.

For the benefit of employees who now own radio equipment or who are planning to install such equipment, we are giving below some suggestions which are taken from a recently issued pamphlet entitled "Tentative Regulations of the National Board of Fire Underwriters for Radio Signaling Apparatus." Because of lack of space and because the great majority of sets are equipped for receiving only that portion of the pamphlet relating to receiving sets only is quoted. In case complete information, including that relating to the installation of a radio transmitting set is desired, a copy of the pamphlet may be obtained from the local Underwriters Inspection Department, 175 West Jackson boulevard, Chicago. It is furnished free on request.

The proposed regulations are based on the assumption that there are only two hazards which need be given serious consideration in installing ordinary radio receiving equipment: First—Possible contact with light and power wires, especially trolley wires and feeders, together with those carrying a current of over 600 volts; second—lightning, brought in over the antenna.

It should be noted that antennæ installed inside buildings are not covered by the rules as it is considered that no serious hazard will be incurred with an inside antenna. Inside wiring, however, should be run with the same care as is exercised in installing other signaling wires and apparatus.

The protective devices which have been approved by the National Board of Fire Underwriters and should therefore be satisfactory, can be determined by reference to a booklet entitled "List of Inspected Electrical Appliances," which can be obtained from the Underwriters Laboratories, Inc., 207 East Ohio street, Chicago. A copy of this booklet is also in the hands of D. E. Moore, president of the Bell Telephone Radio Club, to whom any employees who are interested may refer at any time.

Those who live within the city limits of Chicago will be interested to know that a city ordinance covering the installation of radio equipment has recently been proposed, which if passed will require that all installations of radio equipment having outside antennæ must pass an inspection by a representative of the Commissioner of Gas and Electricity. It is probable that the payment of a license fee will also be required for outside antennæ. The ordinance as drafted does not call for any material departure from the regulations given below, however.

The proposed regulations of the National Board of Fire Underwriters are as follows:

Radio Signaling Apparatus

Note—These rules do not apply to Radio Equipment installed on ship-board.

In setting up radio equipment all wiring pertaining thereto must conform to the general requirements of the National Electrical Code for the class of work installed and the following additional specifications:

Receiving Stations

Antenna.

a. Antenna outside of buildings shall not cross over or under electric light or power wires of any circuit of more than six hundred volts, or railway trolley or feeder wires, nor shall it be so located that a failure of either antenna or of the above mentioned electric light or power wires can result in a contact between the antenna and such electric light or power wires.

Antenna shall be constructed and installed in a strong and durable manner and shall be so located as to prevent accidental contact with light and power wires by sagging or swinging.

Splices and joints in the antenna span, unless made with approved clamps or splicing devices, shall be soldered.

Antennae installed inside of buildings are not covered by the above specifications.

Lead-In Wires.

b. Lead-in wires shall be of copper, approved copper-clad steel or other approved metal which will not corrode excessively, and in no case shall they be smaller than No. 14 B. & S. gauge except that approved copper-clad steel not less than No. 17 B. & S. gauge may be used.

Lead-in wires on the outside of buildings shall not come nearer than four (4) inches to electric light and power wires unless separated therefrom by a continuous and firmly fixed non-conductor that will maintain permanent separation. The non-conductor shall be in addition to any insulation on the wire.

Lead-in wires shall enter building through a non-combustible, non-absorptive insulating bushing.

Protective Device.

c. Each lead-in wire shall be provided with an approved protective device properly connected and located (inside or outside the building) as near as practicable to the point where the wire enters the building. The protector shall not be placed in the immediate vicinity of easily ignitible stuff, or where exposed to inflammable gases, or dust, or flyings of combustible materials.

The protective device shall be an approved lightning arrester which will operate at a potential of five hundred (500) volts or less.

The use of an antenna grounding switch is desirable, but does not obviate the necessity for the approved protective device required in this section. The antenna grounding switch if installed shall, in its closed position, form a shunt around the protective device.

Protective Ground Wire.

d. The ground wire may be bare or insulated and shall be of copper or approved copper-clad steel. If of copper, the ground wire shall be not smaller than No. 14 B. & S. gauge, and if of approved copper-clad steel it shall be not smaller than No. 17 B. & S. gauge. The ground wire shall be run in as straight a line as possible to a good permanent ground. Preference shall be given to water piping. Gas piping shall not be used for grounding protective devices. Other permissible grounds are grounded steel frames of buildings or other grounded metallic work in the building and artificial grounds such as driven pipes, plates, cones, etc.

The ground wire shall be protected against mechanical injury. An approved ground clamp shall be used wherever the ground wire is connected to pipes or piping.

Wires Inside Buildings.

e. Wires inside buildings shall be securely fastened in a workmanlike manner and shall not come nearer than two (2) inches to any electric light or power wire unless separated therefrom by some continuous and firmly fixed non-conductor making a permanent separation. This non-conductor shall be in addition to any regular insulation on the wire. Porcelain tubing or approved flexible tubing may be used for encasing wires to comply with this rule.

Receiving Equipment Ground Wire.

f. The ground conductor may be bare or insulated and shall be of copper, approved copper-clad steel or other approved metal which will not corrode excessively under existing conditions, and in no case shall the ground wire be less than No. 14 B. & S. gauge except that approved copper-clad steel not less than No. 17 B. & S. gauge may be used.

The ground conductor may be run inside or outside of building. When receiving equipment ground wire is run in full compliance with rules for Protective Ground Wire, in Section d, it may be used as the ground conductor for the protective device.

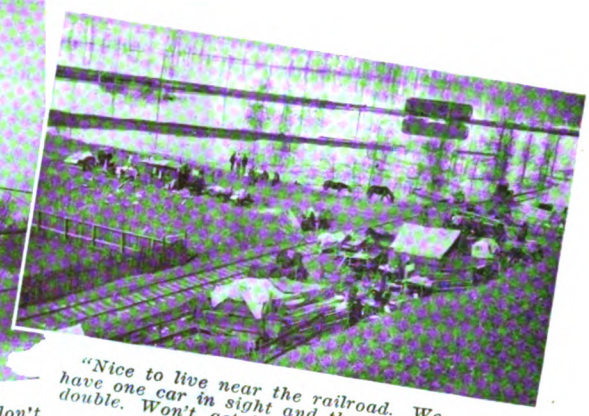
Digitized by Google



"How do you like our roof garden? I put my rubber boots where you could see them."—Tom.



"High and dry. You don't need to worry about getting your feet wet up here."—Tom.



"Nice to live near the railroad. We have one car in sight and that we see double. Won't get home for a week."—Tom.

"AND THE RAINS DESCENDED"

By May T. Dewhurst

IT was a stormy night and the sound of the wind and the dashing of the rain against the windows made the comfortable sitting room of the Millers seem even more cosy than usual. Mother smiled as she glanced around the table and went on with her knitting. She was making a sweater-vest for Tom and you may be sure she was having a lovely time creating a warm and beautiful garment for her big boy. Mary and Katie were both absorbed in trimming a hat; at least, Katie was while Mary helped a little and tried on a great deal. Katie had been in a milliner's shop for a short time before coming to the telephone work and she found her experience valuable to Mary as well as herself. Tom was reading a B. and O. Railroad Magazine when he wasn't teasing the girls.

"Oh here's a poem mother that will just suit you. It shows what a noble profession your son is in," said Tom.

"Well read it to us, Tommy. You can make fun of me all you want to, but I'm glad just the same that you are doing something that's worth more than money. Go on, read it."

"It's called 'The Wire-Stringin' Crew' by a fellow called Hungerford. I'm not much of an 'electrocutionist' but here goes:

You'll find 'em up North, where the blizzards are raging;
You'll find 'em down South, where it's hotter than sin;
They're perched up on poles, where the clouds are rampaging—
Good natured and cheerful, but drenched to the skin;
Their job is to string up the wires, and they string 'em,
Regardless of where they have got to be hung;
The rain it can pelt 'em; the hailstones can sting 'em;
But just the same, hombre, those wires 'll be strung!

They're always on deck in a time of disaster,
Repairing the damage of flood or of fire;
They'll land on a job, and stick tighter than plaster,
Until they've repaired every snapped or down wire!
So take a good look at the gang, and appraise 'em,
And size up the things they have done, and can do;
You'll find 'em dead game, and that nothing can feaze 'em—
You'll take off your hats to the wire-stringin' crew.

As Tom finished the girls laughed and applauded vigorously and mother laughed too, but there was a little shiny drop that fell on the sweater that she was knitting and Tom, leaning over her, said, "You silly old dear, did you think that was a mournful poem? I told you I wasn't much of a reader; it was *meant* to be funny."

"Yes, Tommy, but I could just see the wire boys all 'drenched to the skin' and you know it is raining so hard that it made it seem worse."

"Well, it is nice to be here at home and listen to the rain, isn't it?" said Katie. "Only I always think of my mother and wonder if she is lonesome."

"And I wonder how the ten o'clock girls will get home; but it isn't half so bad to be out in it as to stay home and dread it. The girls will just laugh and jump into the street car and get home all right," said Mary.

"Well if girls only would have sense enough to wear rubbers and waterproofs! You girls do act so foolish about that," said mother.

Tom was now looking over the evening paper and exclaimed, "Speaking of rain, it says here that it is pretty bad down state; crops spoiled by rain, rivers rising and they thing if it keeps on there'll be danger of a flood."

"Oh Tom—where is it? Is it near my home," asked Katie?

"Well it's in that county but your mother doesn't live near the river, does she?"

"Oh, no, and our house is high on the little hill. I'm sure that she is all right. Now Mary try this on and let the family see if it isn't a real Paris hat. I'm quite proud of myself."

Mary stood up and turned around slowly so that they could see the effect at every angle and there was no doubt that the evening's work was a great success. Mary looked charming and the total expense was $1.59, for there was only the cost of the hat frame and a bit of silver trimming, as the hat was covered with silk she had left from a waist.

All night it poured and when the girls left for work in the morning they wore rubbers and waterproofs with no urging. Tom called back to his mother, "If I don't come home to-night you'll know I'm off with the 'wire stringin' crew.'"

It seemed dreary to be alone but after the dishes were washed mother sat down to knit on the sweater-vest and by four o'clock it was finished and nicely pressed.

At five o'clock the telephone bell rang. It was Tom and he said, "Some of the boys are going to take the 6:30 train and I wish you'd put a few things in my bag and I'll run in and get it in about a half hour. We've got to help out down in the flooded region."

"All right Tommy; save time for a little supper."

Then mother was busy. First she put the potatoes on and then got Tom's things into his bag and the sweater was on top. Then she got a little box and filled it with sandwiches, put some of the apple pie Tom liked so much in a separate box and in the bag she filled all the little spaces with apples, oranges and a package of raisins.

When Tom came in the place was fragrant with coffee, and a hearty supper of sausage and apple sauce with potatoes and graham bread was waiting and while Tom ate he told his mother how the water had risen in some places so that the power plant was in danger, and if there were no service from them and the telephone service had to depend only on the emergency batteries it would be a pretty serious situation, and of course many of the toll lines were in danger of being washed away.

As mother kissed him good-bye she said, "Now, Tom, you must send me postal cards every day. I'll try not to worry but I shall if I don't hear. And *don't* be careless, will you?"

Digitized by Google

"All right, mother. I'll put on my rubbers every day and I'll carry my umbrella if I have to go out, and I'll sit in the office and write to you and keep nice and dry."

"Good-bye, you silly boy. God bless you."

And so when Mary and Katie came, supper was waiting, but as they sat down to the table it seemed strange enough to see Tom's chair empty.

Mary said, "It's funny how you miss having a man around."

"Yes," said mother. "I used to think I couldn't cook any more when your father wasn't here to praise my cooking and Tommy is so like him."

"Well, he certainly has a good appetite! I'll say that for him," said Mary.

"I guess that isn't all we miss him for," said mother.

Katie had not said anything, but she didn't seem as hungry as usual.

The evening promised to be very long and the constant sound of pouring rain made mother nervous. When the door bell rang, they were all glad to find that John Crane had come to call and he received a warm welcome.

The next morning mother read the headline in the paper, "Big Floods in the South." It was not as gloomy as the day before and there seemed to be some prospect of clearing off, but as mother read of the rising water in the lowlands of the state, she realized that it must be pretty bad for the telephone service and that Tom would probably be away some time. She began to wonder when she would get her first letter. When the postman came, she was surprised enough to get a card written on the night train which Tom had mailed about midnight.

It said "All right, so far. The boys and I have just had a great supper. They all say 'three cheers for mother.' Don't worry if you don't hear. Trains don't run on time. Tell Kate not to worry if she doesn't hear from her mother. Mails may be delayed."

"God bless the boy," murmured mother. "And to think he thought of Katie!"

The days dragged along and though the sun was shining, the Miller's home seemed unnaturally gloomy. One night John took all the family to a fine moving picture in his new theatre. It was a delightful change to go out for the evening, but unfortunately the picture was "Way Down East" and mother got so nervous during the rescue of the heroine from the rapids that Mary had to hold her hand and whisper several times "Now they are using a dummy. There is no danger."

And Katie went home to dream that her mother was being carried off in the flood and Tom was unable to save her though he lost his own life in the attempt.

The next morning there was a postal from Tom. It was a picture card and it showed how they were working to bring order to the flooded town.

The following day Katie had a letter from her mother which she read aloud. It seems that her mother had decided the week before to visit her sister in town as she had some shopping to do. She did not realize when she left home that the unusually rainy season was going to cause a flood. She arrived at her sister's safely and the next day made some purchases on Main street. She found that people were getting rather uneasy and that there were rumors that the river was rising so they were afraid the bridges might go, especially if the dam gave way. At first she thought she would go right home but her sister persuaded her to stay, hoping that in a few days the rain would be over and traveling better. The tracks were under water in several places and trains were slow and uncertain. Then in the night a dam gave way and the river already far above its highest record, spread out over the lower section of the city and threatened to submerge the light and power plants. By the end of the next day people were thoroughly frightened. Lights were out and trains were derailed.

The water was rising in the basements and on some of the streets it was a foot deep. Mrs. Freeland and her sister were worried for they were alone with the three children as their father, a traveling salesman, was on one of his long trips. The telephone service had been remarkably good until the power plants gave out. Now it seemed difficult to get a call through. They moved a great many of their things to the second floor, hoping of course, that this was an unnecessary precaution.

On the fifth day, Mrs. Freeland saw a man on a telephone pole near the house. The water was then rising in their basement and they were afraid that soon they would not be able to leave the house. Mrs. Freeland called to the man and asked if he knew anything about the trains and whether she could get out of the town. He was a very polite and kind young man and when she told him her story he seemed much interested. He said he didn't know of any way to get out unless some automobile could take her to the adjoining town, as the tracks here were all under water, and no trains were going out from this station. Then he told her that they were sending a truck with some equipment over to the next town and that they might take them all on the truck. They got a train at this village and by night were in Mrs. Freeland's own home. And Mrs. Freeland said that this young man was just like a son to her and though she didn't know his name she never should forget him. She said "If telephone men are like that man, Katie, I'm glad you are working in the same company."

Mother wiped her eyes and said, "Well, I know one boy that would be like that, don't you Katie?"

And Katie said, "Yes, I do," and she added, "I wish mother had got the name of this man. She says Aunt Jane told him that he and some of his men could use their house and she'd be glad to know they were there as she had to leave it to the mercy of the flood. But they don't think the water will rise any more."

That evening, two more cards came from Tom. You will see from them what was the latest news from Tom and his gang.

Two More of Mother's Recipes

Two Layer White Cake

1 cup sugar.
½ cup butter.
¾ cup milk or water.
4 eggs, whites only.
2 heaping teaspoons of baking powder.
2½ cups of flour.

Cream sugar and butter thoroughly. Beat in the milk. Add well beaten eggs and add flour in which baking powder has been well sifted. Beat all together five minutes and bake in moderate oven.

Mocha, White or Pineapple Cream Icing

1 tablespoon of butter.
1 cup confectioner's sugar.
¼ teaspoon salt.

Cream butter and sugar until very creamy. If white icing is preferred, beat in 2 tablespoons of milk.

For Mocha cream add instead of milk 1 tablespoon of powdered cocoa and 2 tablespoons of strong coffee. For pineapple use 2 tablespoons of pineapple preserve instead of milk or coffee.

Help Summoned by Operators Saves Farm Buildings

ILLINOIS Bell operators at Oswego and Yorkville were commended by August Corneils, a farmer, for their coöperation in summoning help when his home was threatened by fire. A lighted match held too near an open valve in the vacuum gasoline tank of an automobile started a fire in his garage. Mr. Corneils called the telephone operator who summoned twenty volunteer fire fighters and the fire departments of Oswego and Yorkville. Neighbors quickly arrived and saved the house and big barn, although the garage and several smaller buildings were burned down. Mr. Corneils' thanks to the telephone girls were expressed in a story of the fire which was printed in the Aurora *Beacon-News*.

Digitized by Google

WINTER GARMENTS FOR MISS OPERATOR

Posed for the Bell Telephone News
by Harrison and Wabash Girls



NEITHER winter's cold blasts nor fashion's more or less stern commands need concern these young women. The cloth coat with fur and tassels is worn by Miss Mae Regan of Wabash office, Chicago. Next is Miss Florence Miller of Harrison in a coat of caracul. Of the two dresses shown, the one at the left is worn by Miss Eleanor White of Wabash and the other by Miss Lillian Kelly.

PHOTOGRAPHS BY COURTESY OF THE FAIR, CHICAGO

A Japanese Impression

IT IS a weakness of human nature to be dissatisfied with our blessings, to regard them lightly and even, when they do not function on a 100 per cent basis, to disparage them as positive evils.

This meditation is induced by the statement of a Japanese newspaper man who, on completing a sojourn in the United States, was asked what had most impressed him during his stay.

The interrogator was of course prepared to hear some suave comment on our magnificent buildings, our rapid transit facilities, our politics and perhaps a kind word about congress, although probably that expectation was far fetched.

But the Japanese was not impressed by those things. His happiest memory, he asserted, would be that of "the unbelievably sweet voice, the constant sweet nature and the extraordinary resourcefulness of the typical American woman telephone operator."

In these days when nervous irritation is a common ailment, we are especially prone to become impatient with the telephone girl on the slightest provocation, to magnify her occasional errors and to forget completely the highly efficient service she usually renders. And we are prone, also to forget that some of the things we tell her about so forcefully and impolitely are perhaps not due to her at all, but to some cause outside her control.

Most of us, however, when reminded by some such gracious tribute as that of the Japanese journalist, will confess that the telephone girl is considerable of an institution, and while we may suspect that admiration for some individual may have supplied him with his specifications, we will agree in the main that he was about right.

But the next time we get mad at some delay in a telephone connection we shall probably forget all about our indorsement of the gallant Japanese gentleman's sentiments and insist, unjustly and impolitely, that the telephone girl is a stupid nuisance who ought to be fired. And of course, a few minutes later we shall know we were entirely wrong and ought to go and apologize. But we won't. We'll just go ahead appreciating our blessings very imperfectly.—*Milwaukee Sentinel.*

Digitized by Google



SATURDAY

1. PAY DAY
   You finish your week's work, receive your salary, and start on a day and a half vacation.
2. SPENDING DAY
   It is the logical time to do your shopping and spend what you can afford on recreation and pleasure.
3. SAVINGS DAY
   Then, while the money is in your pocket, is the very best time to make your weekly deposit in the savings bank.

For your convenience we are open all day Saturdays until 8 o'clock in the evening.

THE NORTHERN TRUST CO.-BANK

Capital and Surplus $5,000,000

N. W. Corner La Salle and Monroe Sts.

WABsh 0640

will put you in touch with personal and experienced insurance service for getting most reasonable rates and broadest protection for your property, household goods, automobile, baggage and jewelry against fire and theft.

Get our advice—our firm is manager of the insurance department of the A. T. & T. Co.

MARSH & McLENNAN

INSURANCE IN ALL ITS BRANCHES
INSURANCE EXCHANGE
CHICAGO

Death Takes Arthur J. Biddle

ARTHUR J. BIDDLE, head clerk in the ledger section of the Chicago Revenue Division, died October 6 from cerebral hemorrhage. The illness to which he succumbed came on suddenly two days before and his death was a sad blow to his family and many friends in the office.



ARTHUR J. BIDDLE

Mr. Biddle was born in Warrington, England, March 3, 1874. He entered the telephone business on December 23, 1907, as a ledger clerk and later was promoted to traveling auditor, examining clerk, assistant head clerk and head clerk, which position he held from July 1, 1918, to the time of his death.

The funeral services were held on October 9 at the late residence of the deceased, 7743 Colfar Avenue, and at the Windsor Park Masonic Temple, followed by interment at Oakwoods Cemetery. Mr. Biddle is survived by a widow and two sons. He was past master and secretary of the Windsor Park Lodge No. 836, A. F. & A. M.; Jackson Park Chapter, R. A. M., and past patron of the Windsor Park Chapter No. 284, O. E. S. The funeral was attended by a number of Mr. Biddle's former associates in the telephone business.

Another Cause of Accidents

AN employee, while ascending stairs recently suffered a painful injury by slipping. Lost time resulted. An investigation immediately after the accident had been reported disclosed that someone had spit on the stairway.

Every year the city health department and other health agencies warn the public against the spread of disease by spitting on the sidewalks and in public buildings. Remember that spitting not only spreads disease but has caused serious slipping accidents. Do not spit. Help prevent accidents—and preserve health.



BEG PARDON, GIRLS OF WOODSTOCK

In connection with the story of Woodstock printed last month pictures of these girls were shown, but with their names transposed. They are, left to right, Miss Florence Cooney, Miss Mabel Gallagher and Miss Ethel McGee.

Digitized by Google

Telephone Your Mother On Her Birthday

A long distance call to your mother on her birthday may mean more to her than the most elaborate gift you could send. Mother loves to hear the cheery voices of her sons and daughters and to know that they are well and have not forgotten her.

To have you with her on her birthday would be your mother's greatest joy, but if circumstances and distance forbid a visit, then call her by telephone and let her hear your voice.

Bell Lines Reach Everywhere

(An advertisement emphasizing the value of long distance telephone service in preserving home ties when distance separates members of the family. The points brought out may be used effectively by telephone employees in presenting the merits of the long distance service to their friends.)



Digitized by Google



The Dollar

The daily actions of most of us are influenced by the messages received over the telephone, and yet few of us stop to think of the men and women, and the mechanisms, which help to make that daily service possible.

Maintenance, repairs, and the work of handling calls, must constantly be carried on in good times or in bad, and they must be paid for, in order that your telephone service may be continued.

The average dollar will buy to-day less than two-thirds of what it would buy before the war. This means that it costs, on the average, half as much again to buy most of the things that are necessary for keeping the country going; but the advance in telephone rates is far less than this average.

In fact, gauged by the present purchasing power of the dollar, telephone service in the country as a whole is costing the subscriber less than it did in 1914.

The Bell System generally has been able to meet higher commodity prices and increased wages by means of new economies in operation and the increased efficiency of loyal employees.

"BELL SYSTEM"

AMERICAN TELEPHONE AND TELEGRAPH COMPANY

AND ASSOCIATED COMPANIES

One Policy, One System, Universal Service, and all directed toward Better Service

Digitized by Google

537.05
BE

UNIVERSITY OF ILLINOIS LIBRARY
DEC 8 1922

BELL TELEPHONE NEWS

DECEMBER 1922



"They Also Serve—"

Digitized by Google

"They Also Serve–"

IN his delightful story, which we publish in this issue, R. T. Barrett tells of some telephone men and women who met a serious emergency which arose on Christmas eve. It is a delightful story. The author does not tell us where the incidents took place. It might be in your exchange. It might have been in any exchange. No matter where the emergency had arisen it would have been met cheerfully and efficiently by the Bell men and women.

The Christmas festival is observed throughout the world as a season of good will and good cheer. Those of us who can, lay aside our usual tasks and spend our Christmas Day with those we love. But like all the public services, the telephone service goes on uninterruptedly during the holidays and the telephone forces stand ready, no matter what the day, the hour or the weather, to keep open the lines of communication that the Christmas festival may not be interrupted by any lack of those facilities which have made the modern celebration possible.

The old time Christmas was a day of revelry and rude, boisterous merriment. Today the celebration, thanks to the advancement of learning and civilization, is more in keeping with the character of the anniversary. The spirit of Santa Claus still rules and the merry saint finds no more helpful ally than the telephone service administered by the faithful men and women of the Bell System.

Digitized by Google

General Engineering Officials Illinois Bell Telephone Company



EDWARD H. BANGS
Fundamental Plan Engineer

SAMUEL A. RHODES
Engineer







JAMES S. FORD
Engineer of Buildings

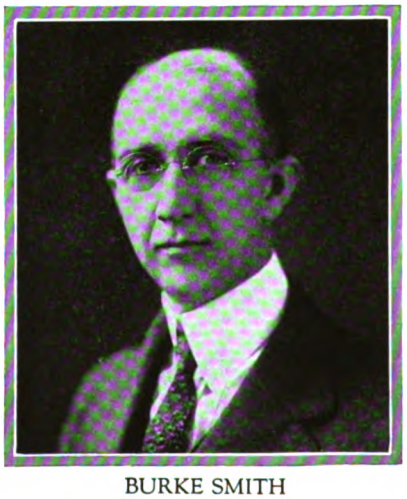
GEORGE W. McRAE
Chief Engineer



CHARLES BOONE
Outside Plant Engineer



WILLIAM F. PATTEN
Equipment Engineer



BURKE SMITH
Transmission Engineer

Digitized by Google

Digitized by Google

BELL·TELEPHONE·NEWS

Volume 12 CHICAGO, ILLINOIS, DECEMBER, 1922 Number 5

"THEY ALSO SERVE—"

By R. T. Barrett

"BOSH!" snapped John Stanwix, as he ran his eye over an advertisement on the back page of a December magazine.

Which was quite without excuse. Nobody has a right to talk that way on Christmas Eve, even to himself, least of all the president of a structural steel company which is just finishing the best year in its history. There was that about the atmosphere of the library in Stanwix's newly-built residence which should have inspired emotions more nearly in keeping with the holiday season. Deep, soft-leather chairs, a wood fire glowing on the grate, the fragrance of good tobacco—what better could one ask to prompt the spirit of Christmas?

But it was precisely because "the spirit of Christmas" had jumped at him from every advertisement he had read, that John Stanwix was a trifle out of sorts. Seven out of every ten copy writers had used the phrase, regardless of whether they were trying to sell kiddycars, kitchen cabinets or non-skid motor tires.

It was with a real feeling of relief that Stanwix had turned to the telephone advertisement. Here, at any rate, there was no opportunity to work in pictures of grinning Santa Clauses, toy-laden Christmas trees and smoking plum puddings. The telephone business was a business, like his own, Stanwix reflected. No room in a telephone advertisement for mushy sentiment about the Spirit of Christmas or the Spirit of anything else, thank heavens.

John Stanwix was not a sentimentalist. Stanwix and Co. had won its way to success by following a simple business code which called for a good product at a fair price, honest wages for employees and honest work in return for them. The men who stoked his furnaces did what they were paid for, nothing more. They quit when the whistle blew and nobody expected them to work a minute later. He himself guided his business life by the same principle. It as little occurred to him to put into his steel girders a cent's worth of quality for which he did not expect to be paid as it did to attempt to palm off inferior goods as being up to standard. Had he been called upon to rewrite the decalogue, he would have done it in two words: "Strictly Business."

There was rather more "sentiment" in the telephone advertisement than Stanwix had expected. The picture showed a gang of repairmen climbing out of a truck to mend some toll lines which had been broken down by a sleet storm. The text described the battle which these men fight against the winter winds, against hunger and fatigue, without regard for working hours and with no hope of extra reward, in order to maintain telephone communication or to restore it when it has been interrupted. And then, from the middle of the page, there leaped at Stanwix the phrase which prompted the irritated monosyllable the reader but recently caught him using.

"The Spirit of Service!" People didn't do things at the Stanwix mills because of the "Spirit of Service." They did them because they were paid to do them, or because they knew they would be fired if they didn't. Business was business. Why should a telephone company or telephone workmen—

"Bosh!" repeated Stanwix, just as Mrs. Stanwix entered the room.

"John," said she, "I wish you would ask Dr. Burnham to run over and look at Jackie. He's as restless as can be and I'm sure his fever is higher than it was this afternoon. It's foolish to worry, I know, but—"

Stanwix did not give his wife time to finish the sentence. The sentiment which he had repressed in his business life was lavished in double portion upon his home and particularly upon his three-year-old namesake who, he often told himself, would some day take his place as head of the Stanwix organization. He reached for the telephone.

"Number, please?" asked a pleasant voice.

"Fairmont 8735," said John Stanwix.

* * *

They were having a Christmas party in the recreation rooms of the Fairmont exchange. There was a tree in one corner gleaming with lights and shimmering with tinsel ornaments. Festoons of crepe paper hung from the ceiling, with here and there a holly wreath or a sprig of mistletoe. The phonograph was grinding away with an enthusiasm that seemed to indicate that the spirit of the holiday had penetrated its mechanical interior and had inspired it to do its full share to make the festivities a success.

All the operators were on hand, the day and night forces mingling in a regular family crowd—all except the girls who were on duty at the board, and special arrangements had been made for others to take their places so that every operator might have her share of the fun.

Mary Coleman threw a friendly arm about the shoulder of her friend, Grace Dawson. "I'll take your turn at the board at nine," she said. "You know, you were sick and missed our Hallowe'en party and have a double portion coming to you tonight." Protests from Grace, insistent demands from Mary, a word or two with the chief operator and, for the second time that night, Mary Coleman took her place at the switchboard, just in time to catch a glowing signal at her position. There may very well have been something of the Christmas spirit in her "Number, please?" as she plugged in to answer the call.

"Fairmont 8735," she heard John Stanwix say.

* * *

The rather forbidding name used by Dr. Burnham in his diagnosis of the child's symptoms doesn't particularly matter. But the grave shake of the head with which he pronounced it did matter—matter vitally to John Stanwix and his wife that Christmas Eve. Vaguely they were made to understand that their child was suffering from a malady so serious in its probable effects that there was but one chance in many hundreds of his recovery. Still more vaguely they comprehended that this one chance lay in the use of a newly discovered serum with which Dr. Alonzo J. Thornton of New York had recently procured remarkable results.

"If I could get some of that serum here by tomorrow morning," mused the physician, "I think—"

He looked at his watch and reached for the telephone.

* * *

John Stanwix once sold to a railroad company a consignment

Digitized by Google

of steel girders to be used in a bridge at Hillville. If he had been asked, that Christmas Eve, where Hillville was, he might have placed it about half way to New York. If he had been pressed for further particulars, he might have added that Stanwix steel had been used in the Hillville bridge. But that was the extent of his knowledge of Hillville.

He could not, accordingly, have been expected to know that in the parlor of Jim Howard's home, on the outskirts of Hillville, Betty Howard was trimming Jim Junior's Christmas tree—alone. Nor could he have been expected to understand the significance of that fact.

Every Christmas, thus far—there had been four of them—since Jim Junior arrived, Betty and Jim had trimmed a tree for him. It had become something of a family rite, with Jim acting as master of ceremonies. But tonight Betty was trimming the tree alone.

Moreover, it was storming—the kind of a combination of sleet and snow which Betty, as a wife of a telephone repairman, had learned to hate and fear. And she had heard nothing from her husband since morning, and Jim almost never missed calling her up if he was kept out late on a job. What if something had happened?

Betty dabbed at a tear that was getting ready to splash down on the top step of the step ladder and was reaching up to hang a big red ball on an upper limb of the evergreen when the telephone rang.

"I guess I can't make it tonight, Bet," said Jim's voice. "We had a break on the toll line to the west—sleet, you know—and have been working on it all the afternoon. Strung our wires on stumps and fences and the limbs of broken-down trees and just got through—finished the job by the light of a big fire. I'm not sure things are going to hold together until morning, and so we're going to put up at old man Kennedy's farm, out by Bald Hill, and keep our eyes on things. And anyway—"

"Yes?" asked his wife.

"Well, George Simmons wrenched his ankle pretty badly when a tree that he was clearing out of the line was rolled over by the wind. We can't get him into town tonight very well and—you know the First Aid course I took last winter? Well, I'm playing nurse to George down here at Kennedy's.

"But you got the line fixed up all right, did you, Jim?" asked his wife, who was a member of the telephone family, even if only by marriage.

"You bet your life we did!" said Jim. "Test board reported at nine o'clock that everything from the west was going through in fine shape."

"All right, see you in the morning—and, Jim—Merry Christmas!" Betty Howard hung up the receiver and went back to her post of duty on the step ladder.

* * *

"I want Dr. Alonzo J. Thornton at St. Stephen's Hospital, New York," said Dr. Burnham, as, for the second time that evening, Mary Coleman answered a call over Stanwix's wire. "I do not know the number."

"I'll give you Long Distance," said the operator, suiting the action to the word.

"We have reports of bad storms along the New York toll line," said the long distance operator after the New York physician's number had been obtained from the directory operator. "I think we can get your call through, though—I'll try."

"This is a mighty important matter," said Dr. Burnham, with unusual concern in his voice. "It may be a case of life and death."

"I'll do everything I can to hurry it up and will call you as soon as we get a circuit," was all that the girl at the toll office said.

* * *

Patrolman O'Rourke, his chin thrust deep into the collar of his overcoat, had just turned the corner of Eighty-first street, when he saw a girl walking ahead of him, stumbling through the drifts which already piled the sidewalk.

Overtaking her, he saluted. The girl was the kind of girl to whom the fatherly old policeman always touched his hat when he encountered them at that hour of night. She glanced up with a friendly smile and they fell into step, as far as the heaps of snow, which all but blocked their path, would permit.

"No kind of a night for the likes of you to be out!" said O'Rourke, a note of kindly protest in his voice.

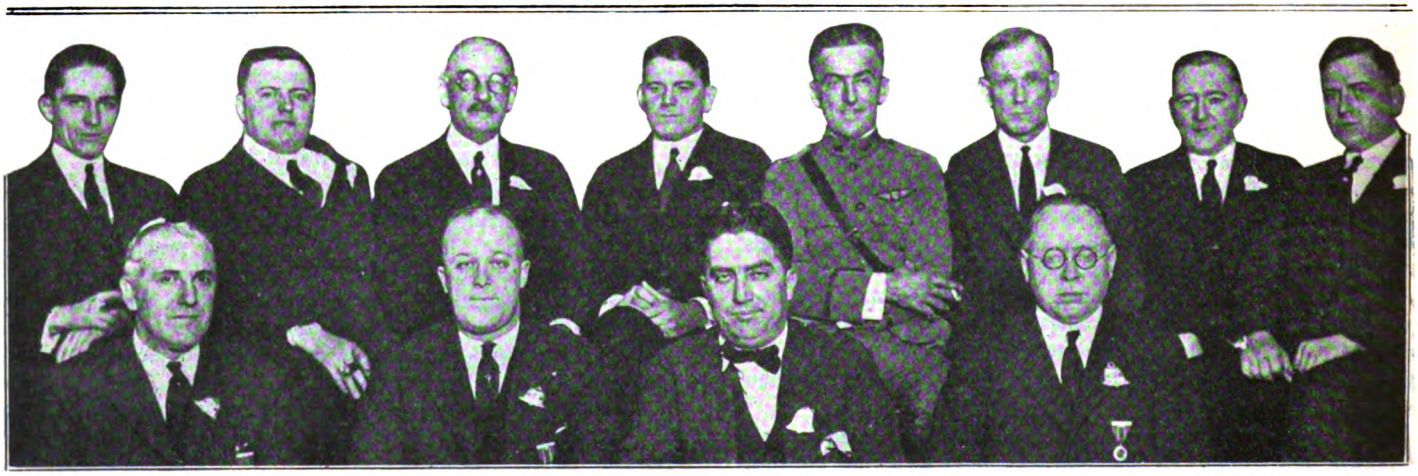
"No kind of a night for the likes of you to be out, either!" rippled the girl, and O'Rourke chuckled at the almost perfect mimicry she had put into her rejoinder.

"Oh, well—in the line of duty, you know—I have to be out. I'm a policeman."

"Same here," smiled the girl. "I'm a telephone operator."

"Little late to be gettin' to work, if you're on the night platoon, ain't it?" asked O'Rourke.

"Oh, I'm not on the night force," answered his companion. "I'm not due to report until morning. But I live pretty well up town and this storm will make it hard going and will double the traffic, even if tomorrow is a holiday. And, anyway, some of the girls are laid up with the flu and—well, there's a pretty cozy place to sleep at the exchange and I thought I'd run down tonight and not take any chances of holding things up in the morning. Besides,



BELL POST ENTERTAINS AMERICAN LEGION CELEBRITIES

The above men were among those present at the post meeting in the Bell Forum November 9. They are, from left to right, top row: Reed Landis of Advertising Post; G. McCarthy, commander of Mandel Post; Charles W. "Daddy" Schick, commander of the Illinois Department of the American Legion; Alvin C. Owsley, national commander; Lieutenant O. C. Kelley, U. S. Air Service; William R. McCauley, past state commander; K. M. Patterson of Advertising Post, and Phil Collins, commander of Naval Post.

In the front row are: R. E. Walsh, commander, Bell Post; C. E. Sutton, past commander, Bell Post; William Q. Setliff, state adjutant of the Legion, and W. Y. Hendron, past commander, Bell Post.

Digitized by Google

they're probably short-handed tonight and I thought maybe I could help out. We often do that, you know, in bad weather. It's—well, it's what you folks of the police force call 'in the line of duty,' I guess."

"Maybe so," grunted O'Rourke. "Maybe so. Only, Miss, if the police had the same idea of the 'line of duty' as you have, you couldn't hire a man to commit a crime in New York."

"Well, good night—and Merry Christmas!" called the girl, as she turned into the door of the exchange building.

Once more Patrolman O'Rourke touched the visor of his cap.

* * *

There was a break in the line to New York, but they've got it repaired," reported the long distance operator, as Dr. Burnham answered her call. "I'll call you again in about five minutes."

"It's all right," the physician nodded to Stanwix, again glancing at his watch. "She says she will call me in five minutes and if she does we can get Thornton in time to catch the night train out of New York by special messenger. I'll wait here. You'd better go in with Mrs. Stanwix."

His chin cupped in his hand, John Stanwix sat by the little bedside. The mother gently smoothed the tousled hair from Jackie's forehead, dry-hot with fever. The boy opened his eyes dreamily.

"Daddy," he said, "will tomorrow be Christmas?"

"Yes, Jackie-boy," answered Stanwix, his voice trembling in spite of his efforts to control it, "tomorrow will be Christmas."

* * *

The girl had been correct when she had told Patrolman O'Rourke that they might be short-handed at the exchange and that there would probably be a chance for her to "help out." After shaking the snow from her coat and hat and hanging them in her locker, she stepped into the operating room and spoke quietly to the chief operator.

"You're a regular brick!" said that competent young person. "You certainly know what 'The Spirit of Service' means, all right. Yes, if you will. I wish you could take the Number 18 position for a while. Miss Rogers is pretty well tuckered out."

It was at Number 18 position, a few minutes later, that the toll operator asked for Columbus 9300. It was Dr. Burnham's call for St. Stephen's Hospital.

* * *

Jim Howard changed the compress on the injured ankle of his friend George Simmons, noted with satisfaction that the swelling was somewhat less pronounced than it had been, went to the telephone and called up the test board.

"Hello, McGuire," he said. "This is Howard speaking. Still down here at Kennedy's place. Thought I'd call up and see whether everything is working O. K. on the toll line."

"Fine as a fiddle, Old Soldier!" answered the testboard man. "You boys certainly did a star job getting that mess cleared up. Some service, I'll say."

* * *

"Yes, Burnham, I can get it on the midnight train all right. No trouble at all. Glad you called me. Let me know how the youngster gets along. 'Night." Dr. Alonzo Thornton replaced the receiver, looked up at the clock in the office in St. Stephen's Hospital, stepped briskly into the laboratory and began preparing for shipment the package which, in a few hours later, was to bring a new chance for life to Jackie Stanwix and new hope to his almost despairing parents.

"Good old Burnham," he murmured, as he smoothed down the last drop of sealing wax and rang for a messenger. "Always was conscientious, even in his college days. Just like him to telephone two hundred miles in order to pull through a particularly tough case. Wonder why he sticks out there in that Pennsylvania town? He could make good in a bigger place, I wonder."

* * *

There was no Christmas Day for the Stanwixes—or for Dr. Alfred Burnham. He arranged with young Dr. Folsam, his assistant, to handle other cases which demanded attention, while he himself remained in the sickroom. Grimly at first, then, as the little patient began to respond to the serum treatment, more hopefully, and finally with an air of calm confidence as it became apparent that the tide had been turned, the physician fought for the life of Jackie Stanwix.

There was a gleam of triumph in his haggard eyes as, toward nightfall, he pulled on his fur overcoat to go. "Rest is all he needs now—and so do both of you," he said, his hand on the doorknob.

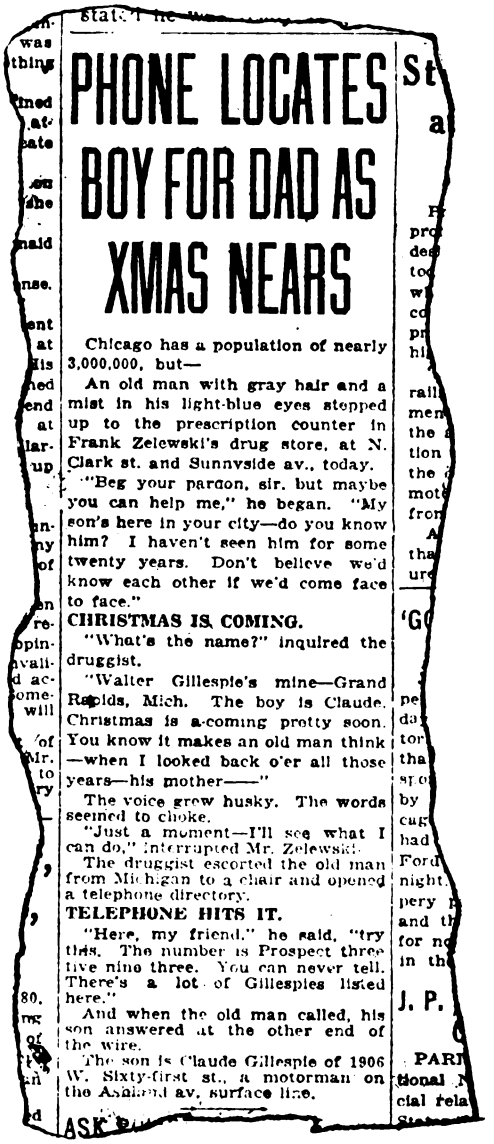
"Dr. Burnham, how can we ever repay you for what you have done?" said John Stanwix, his usually firm voice shaking with repressed emotion.

"Repay me?" smiled Dr. Burnham. "That's simple. You'll get a bill all right, don't worry. Repaying me is easy enough, it's the people who helped me that you can never repay."

"Helped you?" asked Stanwix, a little uncertainly. "What do you mean?"

"I'll tell you, Stanwix," said the physician. "The first couple of years after I got out of medical school I was the company physician of a telephone company. I know something about what goes on behind the scenes. I know, for example, what it means, on a night like last night, to keep the wires in shape and to have the people on hand to handle a call like the one I put through to New York. That's what I mean when I say you can't repay the people who helped last night. And if you think, Stanwix, that I have done anything that I was not strictly called upon in the line of my professional duty to do for you, it's because of a thing I learned from a lot of linemen and troubleshooters and switchboard operators I got to know twenty or twenty-five years ago. They have a phrase in the telephone game, Stanwix, that comes pretty nearly summing up the best there is in every man's job, if it is a worth-while job. It is—

"Yes, I know," said John Stanwix. "I know—I remember seeing it in one of their advertisements. It is—isn't it?—'The Spirit of Service.'"



PHONE LOCATES BOY FOR DAD AS XMAS NEARS

Chicago has a population of nearly 3,000,000, but—

An old man with gray hair and a mist in his light-blue eyes stepped up to the prescription counter in Frank Zelewski's drug store, at N. Clark st. and Sunnyside av., today.

"Beg your pardon, sir, but maybe you can help me," he began. "My son's here in your city—do you know him? I haven't seen him for some twenty years. Don't believe we'd know each other if we'd come face to face."

CHRISTMAS IS COMING.

"What's the name?" inquired the druggist.

"Walter Gillespie's mine—Grand Rapids, Mich. The boy is Claude. Christmas is a-coming pretty soon. You know it makes an old man think—when I looked back o'er all those years—his mother——"

The voice grew husky. The words seemed to choke.

"Just a moment—I'll see what I can do," interrupted Mr. Zelewski.

The druggist escorted the old man from Michigan to a chair and opened a telephone directory.

TELEPHONE HITS IT.

"Here, my friend," he said, "try this. The number is Prospect three five nine three. You can never tell. There's a lot of Gillespies listed here."

And when the old man called, his son answered at the other end of the wire.

The son is Claude Gillespie of 1906 W. Sixty-first st., a motorman on the Ashland av. surface line.

CLIPPED FROM THE "CHICAGO EVENING AMERICAN"

Few Rural Telephones Abroad

IN foreign countries telephone service is confined principally to the cities. One-third of all the telephones in France are in Paris; London also has one-third of all the telephones in Great Britain. Except in the United States and Canada, rural telephone service is almost unknown.

Digitized by Google

AWARDED GOLD AND SILVER

THEODORE N. VAIL MEDALS

FOR NOTEWORTHY PUBLIC SERVICE



Otis Payne, Lineman, Indiana Bell Company, Washington, Ind.—Silver.



Byron E. Thady, Switchboardman, Mountain States Telephone and Telegraph Company, Pueblo, Colo.—Gold.



Alphonse Veno, Repairman, Wisconsin Telephone Company, Ashland, Wis.—Silver.



Lillian Barry, Supervisor, Southwestern Bell Telephone Company, St. Joseph, Mo.—Silver.



Verda Townley, Manager, Southwestern Bell Telephone Company, Freeport, Texas.—Silver.



Etta Willcox, Operator, Northwestern Bell Telephone Company, Williams, Iowa.—Silver.



Josephine Pryor, Chief Operator, Mountain States Telephone and Telegraph Company, Pueblo, Colo.—Silver.



Keziah Weeks, Night Operator-in-Charge, Bell Telephone Company of Pennsylvania, Hatboro, Pa.—Silver.



Anna Murphy, Chief Operator, Bell Telephone Company of Pennsylvania, Carbondale, Pa.—Silver.



R. W. Taylor, Foreman, Cumberland Telephone and Telegraph Company, Winona, Miss.—Silver.

Digitized by Google

GOLD AND SILVER VAIL MEDALS AWARDED

Ten Men and Women Named by National Committee for Noteworthy Public Service in 1921

AFTER consideration of all 1921 cases in the Bell System, the National Committee of Award of Theodore N. Vail medals made the following report on November 16:

To the Trustees, Theodore N. Vail Memorial Fund:

The fine spirit which prevails among the men and women of the Bell System has again been evidenced by the reports which the Committee of Award has had before it. Again it is clearly seen that loyalty and devotion to public service and disregard of self are the rule rather than the exception.

The Theodore N. Vail medals are intended to give special recognition to some of the outstanding acts which reveal the spirit and typify the performance of Bell System employees in the service of the public.

In the award of gold and silver medals, the committee has, with the greatest difficulty, selected from many worthy acts a few which from every point of view are conspicuous instances of this universal spirit, and has given consideration only to acts in the line of duty.

The many acts of heroism and self-sacrifice on the part of telephone people while not engaged in telephone service, and for this reason not given special awards by this committee, nevertheless are inspiring proof that the loyalty and devotion to the public which was Mr. Vail's ideal, finds expression in the daily life as well as in the work of the System's employees.

The awards are as follows:

Byron E. Thady

A gold medal, with a cash award of $500, to Byron Ernest Thady, night switchboard man, The Mountain States Telephone & Telegraph Company, Pueblo, Colo.

Citation

For courage, loyalty and devotion in the face of menacing danger.

On the night of June 3, 1921, when the flood which caused unprecedented loss of life and property in the City of Pueblo began to pour into the Telephone Building, he remained at the testboard, working in the rising water to maintain communication until all the lines went out; when the lights in the building failed he ingeniously improvised lamps; and although chilled by repeated exposure to the water, disregarding personal hazard, he saved records indispensable to the prompt restoration of service and labored throughout the night for the comfort and encouragement of the operators who were cut off from escape by the raging flood.

—

Lillian E. Barry

A silver medal, with a cash award of $250, to Lillian Elizabeth Barry, supervisor, Southwestern Bell Telephone Company, St. Joseph, Mo.

Citation

For prompt and intelligent service in saving human life.

Her resourcefulness and exceptional judgment in handling an emergency call on April 14, 1921, at St. Joseph, Mo., resulted in the saving of the lives of two babies who had been overcome by gas.

—

Anna R. Murphy

A silver medal, with a cash award of $250, to Anna Regina Murphy, chief operator, The Bell Telephone Company of Pennsylvania, Carbondale, Pa.

Citation

For courage, intelligent initiative and prompt action in emergency.

On January 20, 1921, while on a train about to leave Honesdale, Pa., she saw flames coming from the store under the Central Office; she left the moving train, notified district headquarters by telegram and then, despite warnings, entered the burning building and directed and assisted the operating force in fighting the fire and handling the telephone traffic until the smoke and fumes made it necessary to leave the building.

—

Otis Payne

A silver medal, with a cash award of $250, to Otis Payne, lineman, Indiana Bell Telephone Company, Washington, Ind.

Citation

For prompt and intelligent effort in saving the life of a fellow-employee.

On December 24, 1921, at Washington, Ind., seeing a fellow-employee at work on a pole a few feet away rendered unconscious by coming in contact with a wire carrying a high tension electric current, he climbed the pole and at great personal risk broke this contact and under most difficult conditions held his associate free from contact until assistance came.

—

Josephine D. Pryor

A silver medal, with a cash award of $250 to Mrs. Josephine D. Pryor, chief operator, The Mountain States Telephone & Telegraph Company, Pueblo, Colo.

Citation

For courage, devotion to duty and resourcefulness in time of danger.

On the night of June 3, 1921, she was at home when the warning sounded announcing the approach of the flood which caused unprecedented loss of life and property in the City of Pueblo; she hastened to the Central Office where she directed the notifying of imperiled people in the lower sections of the city and in the towns down the valley and, with death and destruction everywhere, by her fearlessness inspired the operators with a spirit of strength and confidence during the long hours of the night.

—

Robert W. Taylor

A silver medal, with a cash award of $250, to Robert W. Taylor, foreman, Cumberland Telephone & Telegraph Company, Winona, Miss.

Citation

For initiative and extraordinary devotion to duty under hazardous and exhausting conditions.

During a severe storm, April 14, 1921, he, in company with two linemen, left Winona, Miss., about 7:00 p. m. over almost impassable roads, to repair a toll line break across a swollen and dangerous river. Arriving at the break about daybreak and finding the river rising rapidly and with a severe electrical and rain storm in progress, he exercised unusual leadership, resourcefulness and determination in making the repairs.

—

Verda R. Townley

A silver medal, with a cash award of $250, to Verda Ray Townley, manager, Southwestern Bell Telephone Company, Freeport, Texas.

Citation

For unfailing courage and devotion to the public service.

On June 22, 1921, when a large proportion of the inhabitants of Freeport, Texas, had fled upon receiving warning of the approach of a tropical hurricane, she remained alone on duty at the switchboard, though repeatedly urged to consider her own safety, maintaining telephone service in the emergency.

—

Alphonse Veno

A silver medal, with a cash award of $250, to Alphonse Veno, repairman, Wisconsin Telephone Company, Ashland, Wis.

(Continued on page 8.)

Digitized by Google



LOOKING SOUTH TOWARDS THE RECENTLY COMPLETED HEADQUARTERS OF THE AMERICAN TELEPHONE AND TELEGRAPH COMPANY, BROADWAY AND FULTON STREETS, NEW YORK CITY. A PORTION OF THE HISTORIC ST. PAUL'S CHURCH IS SHOWN

Digitized by Google

BELL SYSTEM HEADQUARTERS COMPLETED



FOR TELEPHONE WOMEN WHO VISIT NEW YORK
Visiting women's rest and reception room, thirteenth floor, American Telephone and Telegraph Company's headquarters, Broadway and Fulton street, New York City.

THE home of the Bell System has been completed.

Several years ago, when it became apparent that the increasing activities of the headquarters organization of the American Telephone and Telegraph Company would soon outgrow 195 Broadway, New York, steps were taken to enlarge the structure by extending its frontage through the entire block between Fulton and Dey streets. This work has now been finished and the result is a modern office building twenty-six stories high, covering a ground space of 36,000 square feet. It was opened to the public on November 1.

The Greek style of architecture employed in the older building has been followed in the structure as now completed, Doric columns being utilized in the lobby and on the first floor exterior, the exterior columns on the other floors being Ionic. The result is a building impressive in its simplicity and symbolical of the enduring strength of the great public utility organization of which it is the physical center.

The new headquarters, however, symbolizes the Bell System in another and far more important sense. Not even the most casual of inspections could convey the impression that utility has in a single instance been sacrificed to mere artistic effect. Down to its least important details, it has been designed to meet the needs of the thousands of men and women who are here employed in translating into definite, concrete accomplishments the Bell System "Spirit of Service."

Thirty local and express elevators carry these men and women to and from their offices, while the lobby, as now enlarged, affords a means of ingress and egress which prevents congestion, even during the hours of the day when the hurrying crowds are thickest. The mechanical skill employed in planning and installing these elevators and the efficiency with which they are operated are typical of the entire building. Throughout the twenty-six floors every effort has been made to promote the comfort and convenience of the occupants of the hundreds of offices, with the result that from the standpoint of efficiency as well as from that of architectural beauty the new headquarters of the Bell System is unique in its approach to perfection.

Particularly on the more recently constructed side of the building, which faces upon Fulton street and the historic St. Paul's Church, with its open churchyard at the rear, the natural lighting facilities are ideal. Arrangements for artificial lighting, heating and ventilation have been worked out with rare skill. Three floors below the street level extend sub-basements in which the engines and dynamos that serve the structure are housed and a visit to this part of the building alone would be well worth one's while.

Besides the headquarters organization of the American Telephone and Telegraph Company and certain departments of the Western Electric Company, the building is occupied by the executive offices of the Western Union Telegraph Company. Its present occupants number about 4,000 but provision is made for a maximum capacity for 6,000, which will care for the expansion of the telephone organization for some time to come.

The new building is, however, more than a mere working place for the headquarters organization of the Bell System. As truly as it is the home of the American Telephone and Telegraph Company, it is the home also of its associated companies. Special provision has been made for the comfort and convenience of the men and women of the Bell System when visiting New York.

On the thirteenth floor a room has been set apart for visiting women members of the Bell family. Here they will find a quiet, homelike rest room, with library and writing facilities at their disposal. What is perhaps more important, from the standpoint of the telephone visitor, here Miss M. T. Reuse and her assistants will extend a hearty welcome and make arrangements for visits to points of particular interest from the telephone standpoint, including the larger downtown exchanges, the toll equipment at 24 Walker street, and the great Bell System laboratories and museum at 463 West street. If desired, guides will be provided to assist the visitor.

Through the coöperation of the General Service Bureau, information and assistance in regard to transportation, hotels, restaurants, theaters and other places of amusement may also be obtained at the visitor's room.

Although this feature has been in full operation less than a



PART OF THE LOBBY OF THE AMERICAN TELEPHONE AND TELEGRAPH COMPANY'S HEADQUARTERS, FULTON STREET SIDE

Digitized by Google

year, women visitors from all parts of the Bell System have already made extensive use of it and have expressed themselves as delighted with the warm and cordial reception accorded to them.

Arrangements have been made to make available for men visitors the same assistance in planning trips to points of interest to telephone people, and similar service with regard to hotels, transportation, etc.

This article began with a reference to the new building as the *home* of the Bell System. The term was used advisedly. It is to be hoped that the 250,000 members of the Bell family will so consider it and will not fail, when in New York, to take advantage of the opportunities it affords for knitting still more closely the ties which have already been established between them by a common aim and purpose.

Pioneers' Meeting Was a Big One

A FINAL check of the registration figures at the ninth annual meeting of the Telephone Pioneers of America held in Cleveland September 29 and 30 shows that 1,284 persons were officially registered—769 Pioneers and 515 guests.

Twenty-eight states, the Dominion of Canada and the District of Columbia were represented. Twenty states were not represented.

There were 559 Pioneers and their guests registered from Ohio alone. N. C. Kingsbury Chapter No. 2 of The Ohio Bell Telephone Company had 250 Pioneers and 267 guests and Kilgour Chapter of the Cincinnati and Suburban Bell Telephone Company had 28 Pioneers and 14 guests.

The states represented and the number of members and guests from each were as follows:

State.	Pioneers.	Guests.	Total.
California	2	1	3
Colorado	2	..	2
Connecticut	6	1	7
Georgia	6	1	7
Illinois	104	42	146
Indiana	11	8	19
Iowa	7	2	9
Kansas	1	1	2
Kentucky	5	1	6
Maine	2	2	4
Maryland	2	..	2
Massachusetts	5	4	9
Michigan	19	16	35
Minnesota	1	1	2
Missouri	20	6	26
Nebraska	5	3	8
New Hampshire	1	1	2
New Jersey	30	17	47
New York	132	67	199
North Carolina	1	1	2
Ohio	278	281	559
Pennsylvania	94	37	131
South Dakota	1	..	1
Tennessee	4	2	6
Texas	1	1	2
Virginia	2	3	5
West Virginia	7	2	9
Wisconsin	9	7	16
Canada	8	6	14
District of Columbia	3	1	4
Total	769	515	1,284

All Over

Tommy O'Brien, a dare-devil vet.
Tried to swim ninety miles on a bet.
Without warning, he got a cramp;
Then sank below to regions damp.

—*"Topics of the Day" Films.*

Gold and Silver Vail Medals Awarded

(Continued from page 5.)

Citation

For initiative and extraordinary service under hazardous conditions.

On the evening of May 20, 1921, learning of trouble on important toll circuits due to forest fires he on his own initiative started by automobile from Ashland, Wis., to locate and clear it. Early in the morning he abandoned his car and walked through heavy timber and in dense clouds of smoke, making tests as he proceeded. He located the break and though suffering from exposure, his clothing and shoes badly burned, continued on the job until at 8:30 a. m. he had the circuits again in service.

—

Keziah E. Weeks

A silver medal, with a cash award of $250, to Keziah Elizabeth Weaks, night operator-in-charge, The Bell Telephone Company of Pennsylvania, Hatboro, Pa.

Citation

For intelligent initiative and persistent effort in emergency.

While on duty, April 6, 1921, at Hatboro, Pa., she learned that a nearby railroad bridge was in flames. By her persistence and resourcefulness she succeeded in transmitting a warning to a train crew and holding a train, thus preventing a serious accident, with probable loss of life.

—

Etta Willcox

A silver medal, with a cash award of $250, to Etta Wilcox, night operator, Northwestern Bell Telephone Company, Williams, Iowa.

Citation

For prompt and intelligent action in the interest of the public.

About 1:30 a. m. on June 7, 1921, while on duty at Williams, Iowa, learning that all the telephone, telegraph and lighting circuits had been cut by bank robbers, thus leaving the town in darkness and without communication, she drove through the night to the nearest telephone exchange, notified the wire chief and surrounding towns, making possible the early restoration of service to the isolated community as well as the prompt pursuit of the robbers.

(Signed) H. B. THAYER,
N. T. GUERNSEY,
E. K. HALL,
D. F. HOUSTON,
Committee.

Paid $257 for Toll Call—Declares He Saved Money

A TELEPHONE billing clerk in Memphis, Tennessee, nearly had heart failure one day recently when a ticket showing a charge of $257.55 for a single conversation showed up among the regular grist of slips for charges of more modest proportions. But investigations showed that the charge was perfectly correct, the call having been to New York and the conversation having lasted an hour and forty-one minutes.

Moreover, the manager of the chain-store company who had put through the call to one of his associates in New York was perfectly satisfied that he had received his money's worth, in spite of the size of the toll charge, and took the trouble to write the Southern Bell Telephone and Telegraph Company and say so.

"This conversation was entirely satisfactory to both parties," he declared. "Matters of vital importance were adjusted, and a trip to New York, entailing loss of time and the expenditure of money and labor, avoided.

"In passing, I might add that we have found the long distance to be the quickest and the most efficient method of conducting business requiring immediate attention. By the use of the telephone, it is possible to practically have a face to face conversation and to definitely settle all details of any transaction."

Digitized by Google

A NATIONAL TELEPHONE SERVICE

Address by H. B. Thayer, President of the American Telephone and Telegraph Company, at the Thirty-fourth Annual Convention of the National Association of Railway and Utilities Commissioners at Detroit, Mich., November 15, 1922

IN YOUR broad consideration of telephone service in its relation to the public it is undoubtedly important that you should consider the application of fundamental principles and the soundness of theories which might have a bearing upon the subject. Study of the relative economies and efficiencies of large operating units and small ones, of the waste in competition and how far it can be obviated—of the danger in monopoly unregulated and to what extent it exists if regulated, comes within that field. Competition and monopoly are human agencies. Like most human agencies they have potentialities in them for good or for evil, but the human element in them must be taken into account as well as the theories. The results of the operation of these agencies are beneficent or otherwise accordingly as they are directed—accordingly as the potentialities for good or evil are developed. I have strong opinions as to the relative values of these agencies as applied to communication and transportation services, which I think are in accord with the drift of public opinion, but my opinions cannot possibly be of as much value as facts in helping you to reach a conclusion.

If I can contribute anything to this discussion, it will be by telling what the methods of the Bell System have been and are, what it has done and hopes to do and how it has accomplished what has been accomplished. If the motives seem to you to be worthy and the results to be good, it may help you to consider whether the method has been the best.

The telephone business is a very young business. The first man who ever spoke over the telephone was living when I received your invitation to come here. The first man who ever heard a spoken word over the telephone line is still living. Its history has not acquired the obscurity of a remote past. A large part of that history in this country has been the history of the Bell Organization.

Inventor's Early Vision

From the very beginning a general plan has governed the policies of that organization which appears in its records and publications. Beginning in 1878 and before there was a telephone exchange in existence, Professor Bell's vision of the future was given in a statement to intending investors. He said:

> "It is conceivable that cables of telephone wires could be laid underground, or suspended overhead, communicating by branch wires with private dwellings, country houses, shops, manufactories, etc., etc.—uniting them through the main cable with a central office where the wire could be connected as desired, establishing direct communication between any two places in the city. Such a plan as this, though impracticable at the present moment, will, I firmly believe, be the outcome of the introduction of the telephone to the public. Not only so, but I believe in the future wires will unite the head offices in different cities, and a man in one part of the country may communicate by word of mouth with another in a distant part.
>
> "I am aware that such ideas may appear to you Utopian and out of place, for we are met together for the purpose of discussing, not the future of the telephone, but its present.
>
> "Believing, however, as I do that such a scheme will be the ultimate result of the telephone to the public, I will impress upon you all the advisability of keeping this end in view, that all present arrangements of the telephone may be eventually realized in this grand system."

Beginnings of Bell Contractual Relations

If we analyze the early contract relations of The American Bell Telephone Company with the operating telephone companies which were its licensees and with the Western Electric Manufacturing Company, it becomes very apparent that they were based upon the assumption that its function was intended to be to provide a national telephone service. The Company undertook forty years ago in these contracts to provide not only instruments but also a system of inter-communication between territories and to perform certain general services necessarily going with the development and management of a national system.

Again, the charter of The American Telephone and Telegraph Company taken out in March, 1885, shows that the Company had in mind the establishment of a national service.

> "The general route of the lines of this association, in addition to those hereinbefore described or designated, will connect one or more points in each and every city, town or place in the State of New York with one or more points in each and every other city, town or place in said State, and in each and every other of the United States, and in Canada and Mexico; and each and every of said cities, towns and places is to be connected with each and every other city, town or place in said States and Countries, and also by cable and other appropriate means with the rest of the known world, as may hereafter become necessary or desirable."

The purpose consistently followed through has been the creation of a national as distinguished from a sectional service.

Now let us think for a moment of how this country of ours differs from any other in the world. It covers an immense area and but one language comparatively free from dialects is generally spoken. In government, it is a confederation of states, but our state boundaries are no barriers to commerce. There are no customs frontiers between the states. Contrary to the case of most other countries, it is the exception here when a man lives where his father or grandfather lived, and, I think, we could almost say that it is the exception when a man lives in the same state as the one in which his grandfather lived. This has been a nation of pioneers and colonists with the result that more than in any other country families are separated so that, more than any other area in the world of similar size, it is one country, one people with far-reaching commercial and domestic relations. It follows that such a nation must have a complete telephone service covering the whole country: a service that has no narrower boundaries than the boundaries of the nation.

A national service can exist only through an organization which provides for a uniform policy and coördinated action. Uniformity of policy and coöperation comes to the Bell System through contract relations and community of ownership. The American Telephone and Telegraph Company owns directly or indirectly all of the voting stock of 14 Associated Companies, 78 per cent of 9 others and 31.5 per cent of two others. The Associated Companies are responsible for telephone service in 5,848 communities and operate about 9,000,000 stations out of a total in the country of about 14,000,000. There is no autocratic control of the System. Its government is more like that of a republic. The policies and problems are carefully considered in view of the local conditions and under nation-wide conditions. They are discussed in common by those in the business having only nation-wide responsibilities and by those having also direct local responsibilities. When the conclusions are reached, they are the conclusions of the Bell System. The policies established become the policies of the Bell System. In operation the Associated Companies are autonomous. In the organization of each Associated Company, the plan is to centralize as little as possible

Digitized by Google

except in the establishment of policies and methods—to leave in the organization of each community the greatest amount of authority and responsibility for operation—to get the greatest economy and efficiency and satisfaction to the public, unhampered by any unnecessary reference to higher officials in the Company.

Several Corporations Necessary

A national telephone system could not be embraced in one corporation on account of the wide variation in corporation laws in different states. That being the case, in structure it is necessarily an organization of corporations, one of them exercising certain general functions for the benefit of the others.

Its history proves that in the operation of this organization all other considerations have been subordinated to the development and improvement of its public service. Its program has been one of attempted foresight and anticipation of public requirements extending through all of the necessary steps—construction and maintenance of a sound financial structure the first essential to service, continual study of the future as to requirements and possibilities of meeting them, construction of adequate plant and the maintenance of an adequate personnel.

The road by which the Bell System has progressed has not been like a city street where the traveller could find on either side supplies suited to all his requirements. The journey has been more like blazing a trail through the wilderness. You will recall that when the telephone was new, the commercial and domestic uses of electricity were limited to the simplest form of the telegraph and electric bells. Every telegraph operator knew as much about useful applications of electricity as the college professor.

Let me give you a picture of the conditions by reading to you extracts from the recommendation for the building of the first commercial long distance line:

"May 12, 1885.

"The successful operation of the experimental circuit between New York and Boston has demonstrated that the telephone is a practical instrument for transmitting messages over long distances. * * *

"There are, however, a number of mechanical, electrical and financial problems still to be solved before that success can be achieved. * * *

"Highway lines of the size and character required for this work have never before been attempted. * * *

"The telephone seems to require a non-magnetic material in the line. Copper is the only available metal, and its use * * * is still experimental. The results, so far, are highly satisfactory, but only time and experience will determine its lasting qualities and the best methods for its manufacture and use.

"We know that a one-metallic circuit can be operated between New York and Boston, but we do not know that additional parallel circuits can be successfully worked; we have reason to fear that they cannot be if constructed in the ordinary way.

"To run a number of circuits between and into large cities involves the use of both aerial, underground and submarine cables to a very large extent. There seems to be a wide diversity in the opinions of electricians and manufacturers both as to the practicability of working through long cables and as to the size of conductors, nature and thickness of insulation, etc., which will secure the best attainable results. * * *

"The switchboards now in use are all planned for single-grounded circuits, and it will be necessary to arrange special apparatus for our circuits.

"It will be for many reasons desirable to introduce at the outset of our long distance business, a transmitter adapted in qualities and form to the requirements of this service, and to know as definitely as possible what kind and amount of battery will give the best results. * * *"

Problems were so far solved as to make possible the building and opening of the first commercial line which was built from New York to Philadelphia. Problems were subsequently solved which made it possible to carry a line from New York to Boston and then one to Chicago and then to carry it on to Denver and then to the Pacific Coast.

After the sleet storms of last winter telephone conversation was carried on between Boston and Pittsburgh through cables. It was only by the solution years before of very difficult problems that that was made possible.

By the growth of cities and the increase in the use of the telephone the number of stations within the limits of a single city has mounted in several cases to over a hundred thousand and in one case to over a million, and the number of central offices within a city to over one hundred. Under one roof as many as 20,000 lines are switched. Some central offices are now planned for more than double that number. The accomplishment of these results with a continually improving service has presented problems.

I am not going to rehearse what these things meant in the way of development, research, manufacturing plants, new types of construction, improved methods of operation or, in fact, in any of the ways which you have undoubtedly heard rehearsed in evidence, but I want to call your attention to one thing of great importance vital to the development and which may have escaped your notice. As other lines of electrical work developed, electric light and power and heating, transportation, it has often happened when our people have come to a decision as to a necessary improvement in our art, that we have found that in one of the other arts or in a college laboratory or in the telephone business not controlled by us, inventions have been made and patents have been taken out, of which some claims might be interpreted in a way to interfere with our future progress or covering inventions which might be of value in operation. As we have undertaken to provide a free path for the development of the business, that has involved the expenditure of millions in the acquisition of patent rights or licenses from others in addition to the millions that we have had to expend ourselves on development, research and experiment.

Development of Western Electric

It was in line with that same policy of providing a free path in which progress would be unhampered that in the early days we made the manufacturing arrangement with the Western Electric Company. In other public services the manufacturers make what they think is needed, and they control the patents upon their output. The Western Electric Company makes what we know that we need, and we control the patents.

As I have said before, we have gone beyond the point of having a purpose to establish a national service. There is a national service. Its maintenance is a responsibility—yours and ours. The responsibility upon us covers extensions into fields wherever population develops. It does not involve, to my mind, extension of direct operation by us into the fields now served by others, nor does such extension seem to me to be desirable except when greater efficiency or economy or better service point clearly to such a move. It does involve connection with the companies serving such fields. There are 9,290 connecting companies. In a few of these the Associated Companies have a direct financial interest. In the most of them they do not. The relation between the Associated Companies and the Connecting Companies is mutually helpful, and the tendency is all in the direction of standardization on the things which make for good service. They are a very important part of the national service serving over 4,500,000 stations.

In a few localities two companies are attempting to serve the same community. That means neither serves it wholly. It must mean either partial service or two charges for the users in that community. The public and you, Gentlemen of the Commissions, have repeatedly indicated your belief that such a condition is economically unsound and against the public interest. Whenever the desire of the public that such a condition shall be elim-

Digitized by Google

inated shall be expressed through you, the public's representatives, we shall feel under an obligation to do our part with your approval, in endeavoring to remedy that condition.

Revenue Policy of Bell System

The policy of the system is very simple. The fact that we are the servant of the Public is fundamental. We must satisfy and please our master. All of our efforts must be directed toward what will produce that result. We must give good service. The only test we can apply to any practice or project under consideration is to resolve the question as to whether it is for the betterment of the service. We believe that the public wants the best service that we can give, that it is satisfied to pay a fair price for good service and does not want, in the settled communities, anything less than a dependable service at any price.

From the fact that the sender of a telephone message is himself waiting when there is a delay in furnishing service—that he is therefore personally experiencing an inconvenience—he is more critical of bad telephone service than of any other bad service, or putting it conversely, the public expects a higher standard of service from the telephone company than from anyone else, and it is important that it should be better than any other service because it is the public's reliance more than any other in times of commercial or domestic emergency.

To give that kind of service we must pay wages which will attract and hold a picked lot of people, and we must stimulate in them an enthusiasm for the business. They must know what we are trying to do and be in sympathy with it. We consider it as much a part of our work to foster a spirit of service among the people in our business as it is to furnish poles and wire.

There is no organization for giving telephone service elsewhere which very closely resembles the one I have been describing. It is a purely American institution. Before we attempt to decide whether it is a good institution or the best for its purpose, let us see what it has accomplished. There is a development of one telephone to every eight persons in this country so distributed and inter-connected that a telephone is practically within reach of every human habitation or place of business in the country for communication with any other, every hour of every day and night. Nowhere else does such a condition exist. Europe has over four times the population of the United States; it has less than half the number of telephones. Great Britain has fewer telephones than Greater New York. Germany has only 3 telephones per 100 inhabitants. France has about 1 per 100, having less telephones than the State of Michigan, though having 10 times the population. Detroit has more telephones than Brussels, Liverpool, Budapest, Rome, Amsterdam and Marseilles combined, with about one-fifth of the population. Except in the more important places in foreign countries, the telephone service is not a twenty-four-hour service. In Switzerland, in some ways an example of the best service in Europe, on week days 96 per cent. of the telephone exchanges are closed at 8:30 P. M.; 23 per cent. are open from 7:45 A. M. until 12:15, then close an hour and three-quarters, open again until 6 P. M., close an hour and a half, and finally open at 7:30 P. M. for half an hour, when the shutters are put up for the night, while on Sundays and holidays the service is even more restricted. The difficulties of telephone service increase in more than direct ratio with the development. There is no public which exacts as high a standard of service as the American Public. I believe that my statement will be unquestioned, that the difficulties in the way of giving a satisfactory telephone service are for the above reasons greater by far in this country than anywhere else. Yet I am confident that nowhere else is the Public so near to satisfaction with its telephone as here.

With the potentiality for connection with a continually increasing percentage of a continually increasing population, the value of service has continually increased.

Rates Are Actually Lower

If we take the present value of the dollar, measuring it by what it will purchase at the present average wholesale price of commodities, the average charge for telephone service is more than 10 per cent. lower than in 1914, although using that same present value of the dollar we pay over 15 per cent. higher wages than we did then, so that I am justified in saying that although we are paying more for material—more for labor, we are giving more value in service, for less real money, now than before the war.

Since the beginning of this Century, the population of this country has increased 45%. The investment in railroad plant and equipment has increased 135%. During that period we have been obliged to increase the investment of the Bell telephone plant 960% to take care of an increase in the number of telephones of 1240%.

The purpose, methods and policies I have described have produced the best service, the greatest development and the best satisfied public in the world. That is not my opinion alone. It is the general opinion here and abroad. I assume that it is your opinion. Now then when we consider any change we must have it in mind that it is a change from what has produced the best known result in its line of work. We do not rest on that result. We are looking for something better than the best. But if we, all of us, you of the regulation and we of the management, should abandon or displace proven methods for visions, we could not escape a very definite responsibility to the nation.

As to regulation of such a system as we are dealing with, I assume that you do not expect me to discuss the general principles of regulation which apply to all public services, but only to present our point of view on some of the special problems which arise in your regulation of Bell Companies.

There is a strictly community service furnished by the telephone and a state service and an inter-state service. The same terminal stations used in the community service are used or usable in the state and inter-state services; other parts of the plant and the service of personnel used in the community service are used or usable in state and inter-state service.

When it comes to the regulation of charges, it is sometimes by communities, sometimes by states and sometimes by the Inter-state Commerce Commission, according to the laws of the states and of the nation as they exist.

Except with reference to inter-state toll rates, the regulation is under state laws and generally by state commissions, so that you, Gentlemen of the State Commissions, are confronted with the problem of considering the value to your constituents of development outside your states, and the cost of service to your public, part of which is rendered beyond your jurisdiction and, furthermore, some of the Companies serving you perform some of their functions outside the state and have other functions performed for them by another company outside your jurisdiction. These difficulties come out of the fact that your jurisdiction is necessarily limited to your states, while telephone service cannot be limited by state boundaries. They introduce into the expenditures of these companies, subject to your regulation, certain general charges covering necessary services of great value, but of such a nature that precise values cannot be easily ascertained, so that the charges can be verified only as less than value received.

While you are circumscribed to a State point of view, if in arriving at your conclusions, you think it advisable to study the financial results of the national system, it is possible for you to do so. Sworn statements of each company forming a part of the national operating organization, including the American Telephone and Telegraph Company, are matters of public record filed with the states and with the Inter-state Commerce Commission, and a compilation of those statements, eliminating only inter-company transactions so as to present the operations of the or-

Digitized by Google

ganization as a whole, is presented annually in the report of the American Telephone and Telegraph Company.

The License Contract

The license contract between the American Telephone and Telegraph Company and the Associated Companies was intended to afford, and has afforded, the basis absolutely essential to a national telephone system. Aside from all questions of economy and efficiency, a national universal service could not be provided at all by a large number of uncoördinated local units. As a part of its plan, the contract provides in general terms for such services to the Associated Companies as can be most economically and efficiently rendered by one central agency. It includes the obligation on the part of the American Company to construct, operate and extend the long distance lines connecting the various companies into an harmonious national operating unit. The payment under this contract of four and one-half per cent. of the revenue to the American Telephone and Telegraph Company is not a levy of tribute. It is an apportionment among the state services of the compensation which must necessarily be paid for the extremely valuable benefits which they receive from the national organization. Logical operating divisions are not bounded by state lines. A division between national and sectional toll lines cannot follow state lines. The undertaking by the national organization to construct, maintain and extend the long lines is not a device for taking away from the state organizations the cream of the toll business. The long lines form one part of the national machine, designed to handle such long distance service as may be most efficiently and economically provided through this means, and so designed to make the national machine as a whole operate most efficiently and economically.

The purpose of this contract is to provide a national universal service which shall be as efficient and economical and of as high standard as is attainable. It provides that all services essential to that end shall be rendered to the Associated Companies for a compensation adjusted upon an equitable basis.

The license contract is usually between two companies in which there is a community of interest, although when the contracts were originally made this was not true, the parties then being entirely independent of each other and dealing at arm's length. The present relations between the companies suggest that you closely scrutinize these contracts. The American Telephone and Telegraph Company does not object to such scrutiny; on the contrary, it is constantly inviting it. Contracts made between corporations subject to a common control are not illegal. If close scrutiny develops the fact that they are fair, they must be accepted. It is only where such scrutiny shows them to be so unfair as to demonstrate an abuse of the relations between the parties to the material injury of one of them that the injured party may complain. Concretely, whether any license contract of the Bell System is unfair to the licensee or whether its effect is to work serious injury to the licensee, is a legitimate matter of inquiry, but the inquiry is as to the effect of the contract upon the licensee, not as to its effect upon the American Company; and if such inquiry develops that the contract is beneficial to the licensee, that the benefits received by the licensee under it not only exceed the payments which it makes but are to be evaluated at many times the amount of such payments, then the contract stands upon the same basis as any other contract.

Of whatever the Bell System has accomplished in the way of realization of its ideal of a national service or in the way of improvements in the service or economies in the service, the public is the beneficiary. The license contract arrangement which has made this all possible has passed the essential test. It has been of far greater value to the public than what the public has paid on account of it.

You have sometimes asked for the cost of the services under the contract performed by us within a state. It is impossible for us to ascertain the cost of the services rendered to an Associated Company for any state. Let me give you an example: We spent over four hundred thousand dollars in the State of Connecticut on study and experimentation with the railroad to determine how our service and the electrical transportation service could exist side by side without detriment to our service. That was not a service primarily for the State of Connecticut. It was a service for the whole system. We are spending this year and every year large sums in the improvement of the art of telephony with no knowledge as to where and when the first application of those improvements will be made. There can be no way of determining the cost of such services as these by states.

Then the question is sometimes asked—What is the cost of these services for all of the states, and what does the American Telephone and Telegraph Company receive for them? From our point of view, the whole purpose and business of the American Telephone and Telegraph Company looks to a single end—furnishing a national telephone service. For that purpose it was organized; for that purpose it owns stock in the operating companies; for that purpose it owns stock in a manufacturing company; for that purpose it spends money upon a great variety of services to the operating companies; for that purpose every dollar of its expense is incurred. Our income from these operations comes from interest, dividends, from the earnings of the Long Lines Department, and from payments under the license contract. These sources of income are separate and distinct, so that the amount of the income derived from any particular source may readily be ascertained with substantial accuracy. This is not true as to the expense items. They are all devoted to the single purpose of the company, and it is not possible under the system of accounts prescribed for the company, or under any system of accounts which we have been able to devise, accurately to allocate expenses of the Company specifically to that portion of the license contract which covers the general services rendered to Associated Companies. This question has interested us as well as you, and we have tried to solve it from time to time. Our estimates have led us to conclude that we spend on these services substantially all or more than the 4½% payments.

Four and One-Half Per Cent Clause Fair

Another question sometimes asked—Why is the payment for these services made in the form of a percentage upon revenue? Since it began to be made in that way about twenty years ago there have been many changes in the official families of the Companies, parties to the contract. Many men coming into positions when that contract became one of their responsibilities have themselves asked that question. No one has suggested a better or fairer way. Any attempt to apportion values to different parts of the business would meet all of the difficulties that would go with an attempt to apportion value by States. It has seemed to me that the method was the logical one. The benefits from the service accrue in benefits to the public in lower rates or better service. How can they be measured better than by a relation to what is paid for service?

The better case a man has, the more it is to his interest that the one passing upon the merits of his case should be well informed as to his case. Obviously, a Commission keeping in close touch with the operations and results of operations of a public service will be better informed than any agency which only occasionally attempts to inform itself on the occasions when a change in the charges to the public is to be considered. That is why we have consistently advocated regulation by Commissions. In 1913 Mr. Vail made this statement:

> "We believe in and were the first to advocate state or government control and regulation of public utilities; that this control or regulation should be by permanent quasi-judicial bodies, acting after thorough investigation and governed by the equities of each case; and that this control or regulation, beyond requiring the greatest efficiency and economy, should not interfere with management or operation. We believe that these bodies, if they are to be permanent, effective and of public benefit, should be thoroughly representative; they

Digitized by Google

should be of such character and should so conduct their investigations and deliberations as to command such respect from both the public and the corporations that both will without question accept their conclusions."

We believe that the best results for the service and, therefore, for the public will be attained by a relation of confidence and cooperation between the Commissions and ourselves. We intend to deserve the confidence of the Commissions by the utmost frankness and straightforwardness in our dealings with them, and we hope for a time when the Commissions will be kept so well informed continually as to our operations and results and problems and necessities that the great expense of occasional investigations may be saved. We are making systematic efforts to widen the ownership in the Bell System because people will inform themselves and their neighbors about the operations of an institution in which they are partners, and we welcome every opportunity to increase the knowledge of our operations among telephone users. No institution is more publicly owned. Its plant has been built out of savings of the people. It is being extended out of such savings. It is the people's institution more than any other.

From the character of its ownership and because a large proportion of the people of this country depend upon the Bell System for their telephone service, its management and operation is a trust and obligation to the public which must be fulfilled to the satisfaction of the public. It will not be completely fulfilled until rates are low enough to impel everyone to have a telephone in his own residence or office who ought to have one for his own convenience or the convenience of the country. Consistent with this belief, I feel safe in saying that the desirability of lower rates is more in our minds than in the minds of the public and at least as much as in the minds of the commissioners.

The value of the service to the large user is so much in excess of its cost and so much increased by a wider extension of the service, that I am firmly of the opinion that whenever a reduction is possible it should be in the charges to the small user. It seems proper to me that Commissions should take value into consideration in the making of rate schedules and I think that they should take it into consideration in comparing costs of service.

Interests of Public and Bell System Identical

The interest of the public and our interest are identical in the direction of greatest value which includes greatest extension of the service at fair rates. Sound, efficient and economical regulation involves, therefore, coöperation between the Commissions and our Companies to produce that result. It involves, when the time comes for a change of rates, a study between them as to what increase or decrease in revenue is indicated, followed by another study on rates with a view to effecting the necessary change in such a way as to make the service available to the greatest number.

I can imagine a Commission, in fulfilling its obligations, calling to account a Company not sufficiently alert as to its conditions and instructing it that its rates must be increased so that its service to the public may not be in danger. There have been cases where that kind of caution was necessary.

Commission regulation, on the whole, has been satisfactory. We have intended to present our views to them fairly, completely and in a straightforward way. We haven't always reached our standards. Commissions as a rule have manifestly intended to be judicial and fair. Occasionally they have temporized. They have during the past three or four years passed through a very difficult period in which, in order to maintain service of the utilities, rate changes have been advances and not decreases.

Since the beginning of the war our cost of labor per station per annum has increased over 100%; maintenance material over 40%; taxes over 106%. The Bell System is being taxed now at the rate of over $40,000,000 per year. It will be a long time, if ever, before these increases in cost fade away. Other expenses, including management, 4½ per cent. payments, depreciation, etc., in that same period have increased between 2½% and 3%.

Since the termination of the period of Federal Control, the Associated Companies of the Bell System have been before State Commissions and other regulatory bodies in 205 separate proceedings, some of them involving the change in a rate in a single city, some of them involving changes in rates in practically all the cities of a state. The decisions of the Commissions have been accepted in all but twenty cases, although in some of those cases accepted it has been felt by the companies that they were not getting all to which they were either legally or fairly entitled. If there seemed even a possibility of going on without detriment to the maintenance and extension of the service they accepted the decisions. When we have appealed from the Commissions to the Courts it has been with reluctance and because we believed it our duty in order to preserve and extend the service. In the twenty cases which have been taken into the courts, decisions have been rendered in eleven. In all but one of the eleven our contentions have been upheld.

Take the Bell System as a whole; it has an investment of about two billions of dollars, between two and three hundred thousand employees—serves about nine millions of customers directly and is responsible for returns to four or five hundred thousand stock and security holders. That puts it among the large business enterprises of the world. I do not mention this as a glorification, but only to call attention to this advantage to the public in dealing with such an institution. We are about as conspicuous as a pyramid in a desert. We cannot afford at the risk of losing any part of public approval to vary a hair from the course toward the objective which we are convinced is the only objective which the public will finally approve. And that is the best and broadest service which can be given at fair rates. We must have its approval all along the course which means that none of our methods of operation or of our rules of conduct must fall below the highest standards.

I have been talking about the Bell System of today, but we are all looking forward to the task of tomorrow, and if we are to meet our increasing obligations, we must have the confidence and coöperation of the Public and of you, its representatives.

We are studying the probable telephone requirements for the next five, ten and fifteen years; we are considering the new capital that will be required to meet the demanded growth; we have men studying the innumerable inventions and technical improvements without which we could not reach our objective. We have to think in big figures, big figures for labor, material and financial resources, for if we did not, we would be overwhelmed by the increasing public demands.

If we can make you see our objective as we see it, if we can make the picture of the future live in your minds as it does in ours, I am confident that you will see it as an objective of far-reaching national importance, which commands the utmost seriousness on your part and on our part, and that from that seriousness should come such coöperation as will bring the results which the country demands.

First Switchboard Girl

ACCORDING to old records, Mrs. Margery M. Gray, of Torrington, Connecticut, was the first woman switchboard operator.

In the year 1878, she became operator at the Bridgeport, Connecticut, exchange, the first commercial exchange in the country and she served in that capacity for many years.

Big Development In East

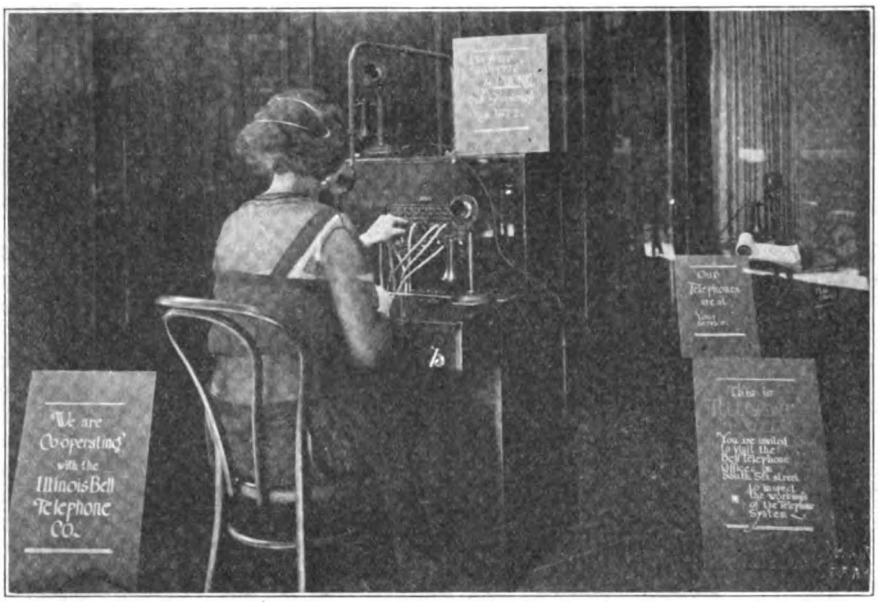
IN THE states east of the Mississippi River there are considerably more telephones than there are in all the world outside of the United States.

Digitized by Google

"AT HOME" IN SPRINGFIELD AND STERLING

Thousands of Subscribers Visit Central Offices During "Telephone Week"

"TELEPHONE WEEK, observed in Springfield and Sterling offices October 16 to 21, during which time the management and the employees' associations of each exchange held open house, attracted nearly 9,000 visitors. Included in that number were members of civic, business, educational and fraternal organizations of the two cities.



SPRINGFIELD OPERATOR AT A BRANCH EXCHANGE BOARD IN THE STORE WINDOW OF THE FURLONG DRY GOODS COMPANY

The Week in Springfield

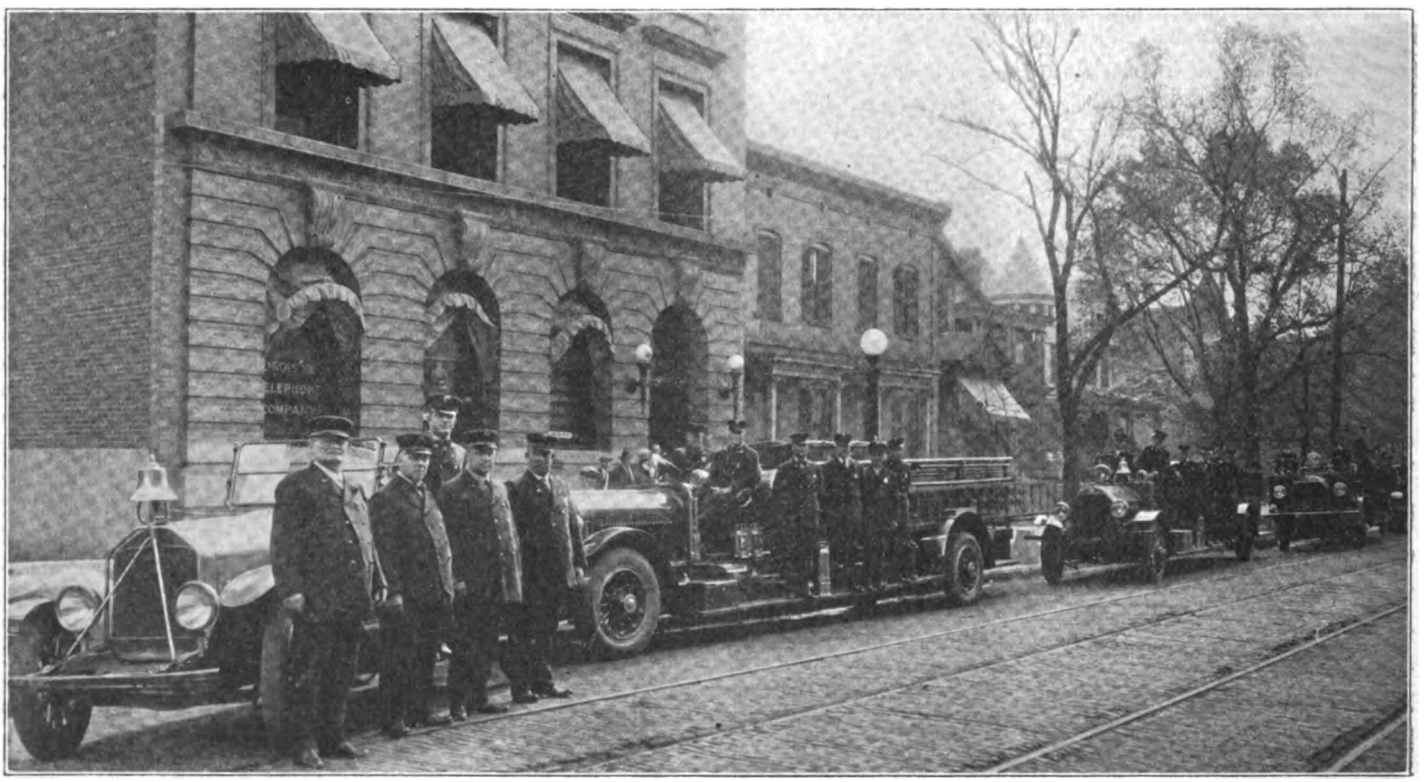
Springfield newspapers and business men and state, city and school officials all helped make "Telephone Week" in the capital a success. Mayor Charles T. Baumann and Roy R. Reece, commissioner of public health and safety, were among the first visitors on the opening day. Other visitors the first day included Chief Matt Cullen and seventy-eight members of the Springfield Fire Department. In the afternoon a committee from the Optimist Club called.

On Tuesday the Lions Club visited the exchange in a body after its luncheon, and in the afternoon Postmaster William H. Conklin and thirty-seven postal employees went through. Four senior classes from the high school and two from grade schools visited the office on Wednesday. That evening telephone folks were "at home" to Boy Scouts.

On Thursday, Elmer E. Hagler, president, and the directors of the Springfield Chamber of Commerce were taken through the building. Commissioner W. J. Smith of the Illinois Commerce Commission and Herman Hysler, secretary of the Business Men's League, also were callers.

Pupils from three schools made the trip on Friday. The Franklin Life Insurance Company closed its offices an hour early and more than 100 employes of Roland's store and the Continental Auto Insurance Company also were callers. On this day, too, Frank Ewald, chief engineer of the Illinois Commerce Commission, and fifteen of his staff accompanied by W. H. Culver, private secretary to the chairman of the commission, visited the office. More than 1,000 persons were shown through the Springfield office that day.

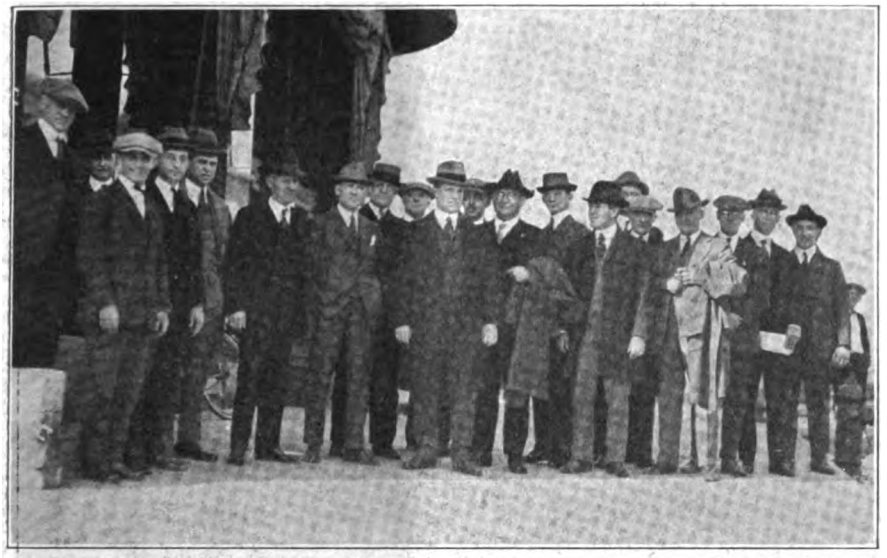
Committees from the Rotary Club and the Kiwannis Club



THE WHOLE FIRE DEPARTMENT OF SPRINGFIELD VISITED OUR OFFICE ON THE OPENING DAY OF "TELEPHONE WEEK"

—L.

Digitized by Google



ROTARY CLUB MEMBERS WHO VISITED THE TELEPHONE OFFICE IN STERLING

called on Saturday.

Invitations to visit the telephone office were sent to all subscribers by an employees' committee. All callers were met and accompanied through the Commercial, Traffic and Plant quarters, where employees in those departments explained their operations.

Stories about "Telephone Week" appeared in the papers nearly every day. On October 20 the Springfield *Journal* had the following editorial:

Telephone Week

"We have had many weeks devoted to special subjects, but none of them has been so interesting as 'telephone week' is proving to be. Those who have not used the opportunity to see a modern telephone exchange in full operation have yet two days in which to inspect the Springfield plant of the Bell Telephone company.

"Throughout the United States this corporation has opened the doors of its exchanges and invited the public to see the wheels go round.

"The response of the public has been remarkable. The week is proving to be a great benefit to the cause of good telephony.

"The corporation has indicated its humanness. It is a part of the community; whether it be a big or a little community, the telephone exchange is a very vital thing in it, an instrument that breathes and lives and acts and is indispensable.

"The public has discovered what an intricate process telephone service is. Most of us have come to regard it as a very small and easy thing to talk by wire over a distance of a few blocks or a few states. All we have to do is to lift a receiver and if we don't get immediate response, express our disgust in more or less vitriolic terms. 'Telephone week' has given us more respect for the process of telephony.

"We have found out also that what is good today may be antiquated tomorrow and that the corporation to keep pace with the times and the demands must be constantly investing large sums in new equipment. It was only a few years ago when the Springfield exchange was a very small enterprise occupying a top floor in an obscure business block and serving a few hundred people.

"The public has learned that good service is largely dependent upon each subscriber himself. The use of the 'phone properly as the company tries to teach it, and courtesy between the exchange and the user of the 'phone which the user can encourage are both responsibilities of the patron.

"As a result of telephone week, as it has been observed in this city, there is a better understanding between the company, and its exchange, its manager and employees on one side and the consuming public on the other—a better relationship which will give everybody better service and more contentment with one of our modern marvels."

Also as part of "Telephone Week" E. R. Cogswell, district commercial manager, conducted an essay contest for school children. A fountain pen for first prize was awarded to Miss Helen McReynolds as told on another page of this issue.

Displays also were made in the S. A. Barker Company and Furlong's store windows. In one a section of switchboard was set up with lights flashing and Miss Melvina Tucker showing how the calls are answered. This demonstration attracted more than 500 persons in one afternoon. A section of board and a wax model were used in the other.

"I feel that visiting week did us a world of good," said Manager Cogswell. "One of the principal things that made the week a success was the excellent coöperation of all the employees, and they are deserving of special mention. In all departments the employees took a lively interest. They called up their friends and did everything they could to make the week a success and I cannot comment too favorably upon their attitude."

Sterling's Visitors

Nearly 3,000 persons visited the telephone office in Sterling also resulting in a better understanding of our problems by the public.

The following organizations visited the telephone office in a body: Sterling City Council, Rock Falls City Council, Association of Commerce, Rotary Club, Elks Club, Knights of Columbus, Masonic lodge, Odd Fellows, Rock Falls Manufacturing Company's employees, Chicago, Burlington & Quincy Railroad employees, Sterling Township High School faculty, Rock Falls Township High School faculty, St. Mary's High School faculty,



THEY HELPED MAKE "TELEPHONE WEEK" IN STERLING A SUCCESS

Top row, left to right—Lulu Graham, cashier, Commercial Department; Ethel McKune, operator, Traffic; Agnes Kevetter, chief operator; Laura Scott, operator; Dode Scharfenberg, toll operator.

Front row—L. L. Thomas, manager; Anna Ryan, clerk, Traffic; Mazie Suffern, central office instructor; F. G. Richmond, wire chief; Edna Allen, toll operator; Owen Jarboe, assistant traffic manager.

Digitized by Google

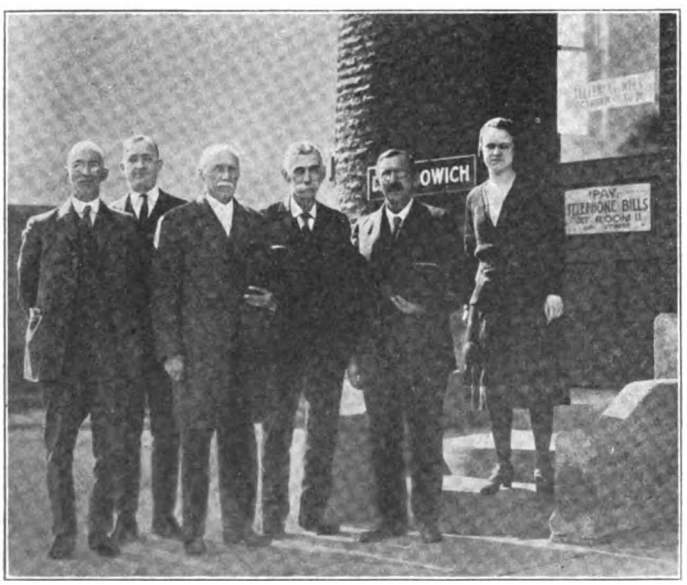


DISPLAY IN THE STORE WINDOW OF S. A. BARKER & COMPANY, SPRINGFIELD

Central School faculty and the faculty of Brown's Business College.

Much favorable comment has been heard, callers seeming to be most impressed by the efficient operation of the switchboard, the modern equipment and the cleanliness of all rooms.

Two telephones were mounted on the switchboard and visitors were shown in detail how a call is handled from beginning to end.



VISITORS AND HOSTS AT STERLING OFFICE

Left to right—M. E. Wilger, commissioner; L. L. Thomas, commercial manager; J. P. Overholser, mayor; Theodore Trouth, commissioner; J. C. Meister, commissioner, and Mrs. Agnes Kevetter, chief operator.

"'Telephone Week' in the Sterling exchange was one of the greatest commercial events in this community," said Commercial Manager L. L. Thomas. "Much credit is due the employees for their part in making the week a success."

The following committee had charge of the "Telephone Week" program in Sterling: Commercial Department—Miss Lulu Graham, cashier, chairman; Miss Mollie Devine, clerk, and Miss Edith Ranger, clerk; Traffic Department—Mrs. M. Suffern, central office instructor, chairman; A. Kervetter, chief operator; E. McCune, operator; L. Scott, operator; D. Scharfenberg, toll operator; A. Ryan, clerk; E. Allen, toll operator; Owen Jarboe, assistant district traffic manager; Plant Department—W. C. Bryant, plant clerk, chairman; F. G. Richmond, wire chief; R. Purcell, chief testman; W. G. Hoener, central office repairman; F. T. Higgins, central office repairman.

Essay Contest in Connection with "Telephone Week"

SCHOOL children who visited the Springfield office during "Telephone Week" wrote essays on what they saw and heard. First prize—a Waterman fountain pen—went to Miss Helen McReynolds for the best essay.

The judges in the contest were State Superintendent of Instruction Francis G. Blair, City Superintendent of Schools I. M. Allen and Principal M. H. Willian of the Springfield High School.

A Shanklin pencil for second prize was awarded Miss Mary Jane Melton, and third prize, a book, was won by Miss Mildred Turner.

Having an Uncorking Time

A LOT of Americans are now touring the bottlefields of France.—Charleston (W. Va.) *Gazette*.

Digitized by Google

TELEPHONE EQUIPMENT OF A TAXICAB COMPANY

By Rose McAvoy P. B. X. Instructor

ACCORDING to present practice, the taxicab business is very closely interwoven with that of the telephone company and is almost entirely dependent upon the telephone for its business. The telephone switchboard equipment of a large taxi company and the manner in which it is operated to handle a large volume of traffic is an interesting subject.

The accompanying pictures are of the Checker Taxi Company, which is located at 4642 West Madison street, Chicago, where there are at present twenty-four positions of order table and ten positions at the private branch exchange board. The listed number, COLumbus 9100, is one of a group of thirty trunks which terminate on the order table where orders for cabs are taken.

When taking an order for a cab, a very careful record is made of the telephone number, name, address, time cab is ordered and any other information necessary in order to enable the driver to locate the proper party without loss of time. The order is then carried to one of the operators at the P.B.X., who is known as a dispatcher—the person making the distribution of the orders, seeing that the proper starter obtains the orders which fall within his district. The dispatching at the switchboard is divided as follows: Two positions for North Side orders, three for South Side and three for West Side and loop. These dispatchers have before them lines which terminate at the cab stands, located in the various parts of the city where the cab company maintains starters.

In addition to the regular routine of taking orders and dispatching them, information calls which come in on the order table are transferred by means of a transfer key to the P.B.X. where two information operators are located. If these two operators happen to be busy when an information call signal lights on the P.B.X., any one of the dispatchers can pick up the call and if they are unable to care for it themselves they can transfer it later by means of an inter-position trunk to the information operators. These information operators also take care of calls regarding "Lost and Found" articles, complaints, rates, delayed service and calls for officials. They also, where there seems to be a mistake on an order, verify the name and address by calling back the telephone number which is placed on the order blank.



ALLAN LESSICK
Traffic Superintendent for the Checker Taxi Company.

Besides the listed telephone number, the Checker Taxi Company has two other groups of numbers, one for emergency calls for officials of the company, and the other for the drivers of the cabs to call in on for orders, when they have finished one order and are not within a reasonable distance of one of the cab stands.

As a result of the telephone installation of this cab company the COLumbus office at night, and in the event of inclement weather or special social and business activities, is changed from a comparatively peaceful, quiet unit into one of the busiest in the city.

The taxi company has at present 1,300 cabs which are dispatched from eight garages and



TELEPHONE EQUIPMENT OF THE CHECKER TAXI COMPANY
The order table is shown above. At the left is the private branch exchange board—COLumbus 9100.

Digitized by Google

thirty-four cab stands. As a rule from 145,000 to 150,000 orders are taken and dispatched during the month and as a ratio of calls received to orders dispatched is about three or four to one, this would make over a half million calls which arrive at the COLumbus "B" board per month for the cab company.

At present the force that handles this traffic for the cab company is composed of sixty-five operators, six supervisors and one chief operator, who are under the very efficient direction of a traffic superintendent, Allan A. Lessick.

As direct supervision is necessary with a force of this size a monitor cabinet is installed in the traffic superintendent's office and each one of the positions of P.B.X. and order table can be monitored.

In order to care for the peak loads during a storm, our department furnishes the cab company with a list of P.B.X. operators who live near the cab company and this list is drawn upon when necessary, and in addition the entire office force is trained to take orders in cases of emergency.

The equipment of this company has grown from a one position P.B.X. with four trunks and four extensions for order takers, located in a very small room at 608 South Paulina street in January, 1920, to the extensive equipment described above which occupies the entire second story of the garage at 4642 West Madison street.

Service During Fire Wins Commendation

CHICAGO newspapers devoted much space last month to pictures and stories of the Highland Park operating force, which they commended for cool-headedness during a fire near the telephone office.

On a Sunday evening Miss Rogan, night operator, and Miss Rafferty, morning-evening operator, noted smoke coming up from the rear stairway at the east side of the Highland Park operating room. Thinking that something was burning in the alley alongside they proceeded to close the windows. When they got to the rest room they saw flames coming from the roof of the Pratt building, which is located across the alley just south of the office. Seeing Mrs. Meyer, a resident of the Pratt building, in her parlor, the operators called to her from the window.

The operators also called the Highland Park fire department, and then notified subscribers who have offices in the Pratt building. They rendered further assistance by switching on all lights in the Plant and Commercial Departments and the service observing room when they heard the firemen calling for more light.

Chief Operator and Manager Frustrate Robbers' Plans

MIDNIGHT, that time when the deepest, darkest and dankest deeds are said to be perpetrated, was chosen by a gang of modern safe-crackers as the proper moment to enter the Illinois Bell office in Rock Island. It seems they did not want to sign a contract for service, but preferred to do business with the office safe. They were modern in that so far as possible they center their operations in one place where work may be done more efficiently and more economically. They do not crack a safe wherever they find it. Instead they take it to a secluded spot in the country.

The telephone company safe had gotten about ten feet toward the yeggmen's central station and might have gone further but for Mrs. Lena Cunningham, the night chief operator. Hearing a noise downstairs, she telephoned Commercial Manager Eby. Mr. Eby's car never traveled as fast as it did in the few minutes after he received the call. He swung into Eighteenth street and stopped in front of the exchange building in time to see the robbers leave in their own machine—without the safe.

Fifty-Fifty

CAPITAL is simply accumulated labor in a negotiable form, and labor is nothing but negotiable capital in an accumulated form. In a way, both are the same and you can't hurt one without hurting the other. When a man goes out and labors a day for one dollar or five dollars, he is a laborer. After supper he dolls up and goes out and spends that dollar or five dollars—and then he is either a capitalist or a damn fool, depending on what he spends it for. Equality between labor and capital is and always must be based on the fundamental principle of good wages for good work and good work for good wages. It's a fifty-fifty proposition.—*Salome Sun.*



AT THE CENTRALIA HALLOWE'EN PARTY HELD IN THE NEW BUILDING.

Digitized by Google

SEEN BY THE CAMERA'S EYE



Miss Mary Lacey, Instructor at Harrison Office, Chicago, remarked that her picture was never in the BELL TELEPHONE NEWS. Bet she'll be surprised to see this one, which was taken when she was ten years old.



W. W. Patterson, Jr., speedy Repairman in the West District of Chicago.



Miss Gertrude Stehl of Superior Office, ready for the Hallowe'en party at Fairfax Hall.



Mrs. Hannah Waters, Pay Station Supervisor, Chicago, who resigned October 31 to remain at home. Mrs. Waters was with the company thirteen years.



Miss Mabel Stehl in the costume she wore at the Fairfax Hallowe'en party.



Mrs. Doris Coates Hopley and Miss Phyllis Coates, sisters, of Evanston Office.



Miss Mary and Miss Esther Swanson, also sisters of Evanston.



John Robertson, a new "daddy" in the Accounting Department.



Miss Ruth Poole, Mrs. Edith Poole Underdown and Miss Dorothy Poole, sisters, all of whom are employed in the Evanston Office.



And still more sisters of Evanston Office. Mrs. Josephine Fishback Geier and Miss Catharine Fishback.



Miss Gertrude Hillman and Miss Irene Hughes helped entertain the J. F. F. Club of Lincoln Office, Chicago.

Digitized by Google

Bell Telephone News

Published Monthly by
ILLINOIS BELL TELEPHONE COMPANY

B. E. SUNNY, *Chairman, Board of Directors*
W. R. ABBOTT, *President*
F. O. HALE, *Vice President and General Manager*
B. S. GARVEY, *Vice President*
E. G. DREW, *Secretary*
W. J. BOYD, *Treasurer*
U. F. CLEVELAND, *General Auditor*
W. D. BANGS, *General Counsel*
J. L. SPELLMAN, *Publicity Manager*
A. R. BONE, *General Commercial Superintendent*
FRANK REDMUND, *General Plant Superintendent*
S. J. LARNED, *General Traffic Superintendent*
G. W. MCRAE, *Chief Engineer*

Issued by the Publicity Department.

AMORY T. IRWIN, Editor
EVERETT E. FRIGANZA, Assistant Editor

BELL TELEPHONE BUILDING - - - CHICAGO, ILLINOIS

SUBSCRIPTION PRICE—Two Dollars a Year in advance, to all persons except employees of the Telephone Company.

None of Our Business, But—

WHO of us but can remember the disappointment we have suffered when Christmas passed and we received no token of remembrance from some dear and near relative or friend in another part of the country. Naturally we said nothing about it to anyone, but the little hurt was there.

Perhaps on the other hand, some one to whom we sent a present, failed to acknowledge it and we wondered if it had been received—which leads us up to the point we are trying to make, which is, that perhaps in both cases the present actually was sent, but because of imperfect packing or marking, was never received by the one for whom it was intended.

Every Christmas rush leaves the post office with a lot of unidentified packages, which it is impossible either to deliver or return. This is due entirely to the senders, who have put on incorrect addresses, no addresses at all, or marked the packages in such a way that the address became detached and, of course, lost.

In sending your Christmas gifts by mail or express, be sure that they are strongly wrapped, carefully addressed both with the name of the person to whom they are sent and with the name and address of the sender. The latter should be in small lettering, either on the back or upper left hand corner of the package. If you are sending a pasteboard or wooden box, put the name of the addressee and your own name on the box before it is wrapped as well as on the paper or the tag after it is wrapped.

If you are sending glass, jewelry, bric-a-brac or anything of fragile character, wrap it up in excelsior, cotton or some soft material which will prevent breakage.

Mail your Christmas packages early. The postal regulations permit your writing on the outside "Do not open until Christwas" or something similar, without payment of extra postage.

As we said before, this is none of our business, but if this little message prevents one single heartache, the space is not wasted.

It Pays to Be Certain

EFFICIENT business methods demand that all correspondence be correctly addressed. This applies also to social correspondence. Good business men do not guess at the address of a patron. A bad guess might mean a loss of business. Neither will the careful hostess guess at the addresses of her propective house guests and friends.

Good business practice nowadays demands that we be as sure of the telephone number we want as we are of the address we place on a letter.

It takes but little time to assure ourselves that we know the telephone number we want. To do so means a saving of time to ourselves, to busy telephone operators and to the person who otherwise might be unnecessarily called. Moreover, calling the wrong person disturbs the smooth conduct of the service, ruffles your temper and the temper of the person wrongly called.

Keeping the Human Machine Fit

IF you were given a handsome and expensive automobile, you'd take pretty good care of it, wouldn't you? You would if you had any sense. You'd see that it was kept clean and shiny, so that it always looked well. You'd see that there was always plenty of water in the radiator, so that the engine wouldn't get overheated. You'd see that there was plenty of oil, so that the bearings wouldn't get dry and grind themselves to pieces. You'd see that any worn or broken or weakened parts were replaced. You would have the motor adjusted so there would be no lost motion or waste of power. If you weren't a capable mechanic yourself, you would have some man who knew all about automobiles go over your car every few months and see that it was in good working order. You would willingly take all this trouble, because a good automobile is an expensive luxury and a good car is worth all the trouble it costs. But suppose you could only have one car and that car had to last all your life and that you couldn't get any extra parts to replace those that were worn out or broken. Then you'd take even better care of it, wouldn't you? But did you ever stop and think that your body is a far more intricate, delicate and valuable machine than any that was ever constructed by human hands? And it's the only one you'll ever have. Isn't it worth taking care of? If your heart or your stomach wear out or break down, you can't get a new part and have it inserted. If you lose an arm or a leg, you can't grow a new one to take its place. The body machine you start life with has to last all your life. Isn't it good common sense to have some one who knows how the machine is made and how it works, look over your body at regular intervals and see if it is wearing out anywhere? Isn't it sensible to develop each part so it will be as strong as possible, to store up strength and energy while you can, for use when you will need them, and to have any injuries to your machine repaired as quickly and completely as you can? Sounds reasonable, doesn't it? Think it over.—*Health.*

How Did We Live Before the Telephone

UNDER the above head the *Cincinnati Enquirer* comments editorially on the tremendous growth of the telephone within the lifetime of its inventor, the late Alexander Graham Bell, and then goes on to say:

"And the striking point in this connection is that this wonderful utility, like all those others which have blessed and profited the race, has been developed by private initiative. The soul and brain of an individual, spurred by dreams of a worthy conquest which should bring its just reward, conceived this thing, and through the initiative of others developed it to superlative efficiency for the common use.

"And communism demands that we destroy this individual initiative whose hope is inspired by the prospect of individual reward!"

Telephones—Insurance

"YOUR telephone costs you nothing," said an insurance man to a woman's club. "If it were not for the telephones that put city residences in close touch with the city and police departments, fire and burglary insurance rates would have to be raised. Resolved to the last analysis all modern agencies will be found working hand in hand to contribute to the comfort, convenience and safety of forward looking citizens."

Digitized by Google



Christmas Greetings

TO THE MEN AND WOMEN OF THE ILLINOIS BELL:

As the season of Good Cheer and Good Wishes draws near, the officers of the Illinois Bell Telephone Company avail themselves of the Bell Telephone News to extend Christmas Greetings to all of you.

The year now closing has been one of great activity and rapid progress in our business. The building boom in Illinois has taxed our forces to the utmost. The traffic, also, has been heavy. Notwithstanding this, the quality of our service, which has been steadily improving for several years, continues high. In accomplishing this splendid result all employees have had their share and the management wishes to express its appreciation and gratitude. You did a good job and we are proud of you.

In a growing business like ours there always will be problems to solve and difficulties to overcome. The record of Illinois Bell employees for 1922 and previous years indicates what may be expected in 1923 and we face the future with confidence.

It is my privilege and pleasure on behalf of the officers, directors and stockholders to wish you all a Merry Christmas and a Happy New Year.

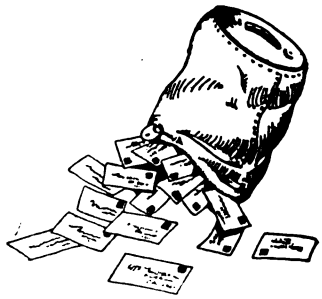
W. A. [illegible]

President

Digitized by Google



IN THE MAIL BAG THIS MONTH



Letters from Many Subscribers Commend Service

TWO letters received by L. L. Thomas, manager at Sterling, commended local and long distance service. One from Mrs. Alice D'Arcy, 614 West Eighth street, Sterling, read as follows:

> I wish to thank you for the very prompt service you are rendering at this time.
>
> I have had occasion to use the telephone quite often for long distance, as well as locally, owing to the serious illness and death of my mother.

Mrs. John Ford, 410 West Seventh street, Sterling, wrote the following letter:

> The telephone service, both local and long distance, has been excellent, and I wish to thank you for this very good service.
>
> I have had to use your long distance service quite often the past two days on account of the death of my sister, Miss Margaret Owens, at Moline, Illinois.

J. E. Armgardt, traveling representative for Vitagraph, Inc., wrote to W. C Cloyd, district traffic manager in the Suburban Division, as follows:

> It is indeed a pleasure for me to compliment your force of competent and most courteous operators employed at your Woodstock exchange, at which town I have had the pleasure of making several calls yesterday, local as well as long distance.
>
> I am not necessarily taking my experience of yesterday as a criterion, but on several occasions when visiting Woodstock. I have always been successful in receiving the same competent and courteous service, and at no time do I get into this town without making several calls therefrom, local as well as long distance.

The Woodstock girls to whom Mr. Armgardt refers are Miss Mabel B. Kemler, chief operator; Miss Mabel Gallagher, supervisor; and the following operators: Misses Della Brown, Maude Ryan, Ethel McGee, Louise De Croix, Grace Amerpohl, Florence Cooney, Florence Propst and Alice Ryan and Mrs. Gladys Barbard and Mrs. Elsie Jacobs.

A. Schulein, president of the Royal Roofing Company of Pittsburgh and St. Louis, recently made more than 500 toll calls from Aurora in three and one-half days. Before leaving he sent a letter to Mrs. Agnes Hess thanking her and Miss Juliette Quirin for their interest in his calls. Enclosed in the letter was a check for each girl.

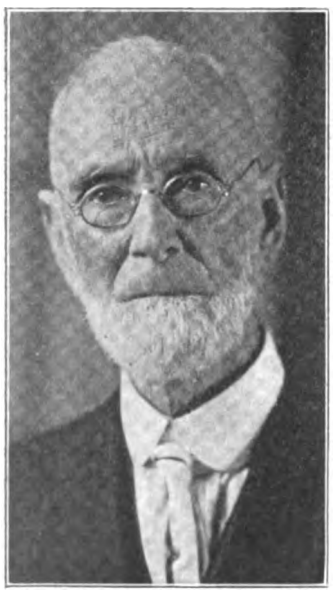
Ethel Virginia Bougher, P. B. X. operator for the Moody Bible Institute (SUPerior 8600) in Chicago, sent the following letter to the company:

> As a former operator, and also a constant user of the Bell telephone, I welcome this opportunity of expressing my whole-hearted appreciation of all the benefits that I have enjoyed at the hands of this great public servant.
>
> My visit through the long distance and local offices has given me a greater conception of the magnitude of this wonderful system, and has caused me to marvel more and more at the high point of efficiency seen everywhere. The general welfare of the operators manifested in so many ways by the company is especially noteworthy.
>
> I always have a word of praise for the service the operators render, whether I am at home or traveling, and have for many years made it my bounden duty to coöperate in any way possible.

Courteous and efficient service of two Chicago Commercial Department employees also was mentioned in letters from subscribers. A letter from Carl W. Kellman told of "the courteous treatment extended by Miss Catherine Farrell." James A. Greenlee, vice president and district sales manager for the Kalamazoo Vegetable Parchment Company, commended Frederick C. Roberts.

Centralia Commercial Office Moved to New Quarters

THE Commercial Department in Centralia moved its offices into its new home on the second floor of the City National Bank building at 138 South Locust street, Saturday, November 18. The plant chief and district traffic manager have occupied their new quarters at that address for some time.



L. A. LOUIS
First Telephone Manager in Centralia.

The new exchange quarters which are now under construction by the Western Electric Company will provide twenty positions of No. 1 board, consisting of eight toll and twelve local, and will be one of the best equipped in southern Illinois when completed early next year.

Telephone History

The Central Telephone Company received its first franchise in Centralia in 1883 and started operation with fifteen subscribers under the local management of L. A. Louis, now living at 316 South Sherry street, Centralia. Mr. Louis also held the position of telegraph operator for the I. C. R. R. at the same time. His force consisted of George Connell and wife, now living at 519 East Third South, who served in the capacity of operator and lineman. Mr. Louis recalls how at that time many people were ridiculed by their neighbors for ordering telephones installed.

In eighteen years' time this exchange had increased its number of subscribers from fifteen to sixty, and a steady growth has continued from that time until the present. Centralia now boasts about 3,200 subscribers.

Local managers who have served at the Centralia exchange are L. A. Louis, C. R. Stanhope, D. M. Hubbard, C. E. Muehlman, A. B. Royce, George Lovelace, C. R. Day, O. M. Burgess, H. Langford, J. L. Thomas, J. T. Turner and F. R. Jarboe, who is now in charge.

Elburn Operator Wins Praise for Service

MISS MILDRED WESTON, Illinois Bell operator at Elburn, won praise for the service last month by her quick action in summoning aid to fight a fire on the farm of John Thomas, three miles southeast of Elburn. The blaze was started by a lantern being held too near a tank from which gasoline was being drawn. An employee on the Thomas farm called Miss Weston, who spread the alarm. About 150 men responded and saved the farm buildings. In its story of the fire the *Elburn Herald* stated that "the telephone service was perfect."

What's the matter with the world? Just the faults of you and me.—*Forbes Magazine.*

Digitized by Google

WAUKEGAN—AN OLD ILLINOIS SETTLEMENT

City on the Lake Shore Is Now a Progressive Manufacturing Center

THEY MANAGE TELEPHONE AFFAIRS IN WAUKEGAN

THE city of Waukegan may or may not have been called so from some famous Indian brave of long ago. Whether or not this legend be true is of little consequence, though we prefer to cling to the romantic idea that perhaps Waukegan was the name of some Winnebago chieftain who had made for himself and his tribe a reputation for "doing things."

And if it were only a fact, how nicely the thought would apply to the present city of that name, since it, too, has achieved a reputation for doing things well worth while.



EVERETT A. JUDD
Commercial Manager.

MISS BESSIE McDERMOTT
Chief Operator

Waukegan is one of the oldest settlements in Illinois and very likely became so because of there being a good natural lake harbor at this point. This meant much in the days before railroads had threaded the great West and Northwest. Waukegan has the best harbor between Racine and South Chicago, which in the days of sailing vessels was more appreciated than now. This also was the principal reason for the early development of the fishing business, which was at one time one of the important industries of the place. There is even now a small fleet of Lake Michigan fishing smacks plying their trade out of Waukegan harbor.

The city lies about forty miles due north of Chicago. It is beautifully situated on a bluff about 100 feet above the level of the lake, furnishing ideal health conditions especially those dependent upon good drainage and fresh air. In 1849 the settlement having progressed beyond the trading-post period, applied to the state legislature for a village charter, which it took but ten years to outgrow. This was in 1859 when the population had increased to a point where the people of the village sought and received a charter for a city which has been steadily and rapidly increasing ever since.

In 1890 the population was but 4,900, while now in 1922 it is 20,000.

Cities are like individuals, in that, as has often been said, anyone can stand failure perhaps because they have to, when it comes; but it takes a level head to bear success well.

Waukegan has been successful and bears it well. Its progress has been steadily upward and onward, nor has it ever been afflicted with any of those temporary "booms," which so often wreck towns of less conservative character.

When the World War came and the Great Lakes Naval Station, which is almost a suburb of Waukegan, was called upon to take care of as many as 50,000 sailors in the training at one time, neither Waukegan nor North Chicago became excited. They went about their business of caring for the great temporary influx of people, as if they had been always accustomed to the exigencies of war. And now that war is over and the Naval Station is operating practically on a prewar basis with its large floating population gone, Waukegan has been left a little better for the experience, but not like some of the "war towns," if we may call them such, with a lot of unused buildings on their hands, as a liability, instead of an asset.

Waukegan may well be proud of its level headed conservatism for today after four years of crowding caused by war, the city is thriving and full of activities. There has been no slump; in fact, there appears to be more genuinely solid growth in and around Waukegan now than has been going on for many years.

The Public Service Company is building an immense electric light and power plant, along the lake shore, which is designed to supply electric current to a large number of surrounding towns. The plant is expected to be the largest of its kind in the world, and when finished will be one of Waukegan's "show places."

Almost alongside of this there is being constructed an immense manufacturing plant that expects to employ from 2,000 to 4,000 men in producing roofing and insulating materials with many allied lines.

Space will not permit us to name the various large industries in Waukegan and North Chicago (which telephonically we regard as one city since both—together with Great Lakes are a part of the system).

Many of the manufacturing plants are actually too big to photograph satisfactorily except from an aeroplane and at present the BELL TELEPHONE NEWS does not have a flying machine as part of its equipment. However, we sent our photographer to make the attempt and all he did was to shrug his shoulders at most of them and say—"What's the use? One might as well photograph the lake." Among the many industries there are the wire, the sugar, the glucose, the leather, the asbestos, the steel products, the truck, the foundry, the envelopes and the auto accessories plants, not to forget that there are many boats built in the Waukegan harbor, especially speed boats.

One thing more, it may surprise many to know that Waukegan was the "home of the moving picture." It was here that one of the early inventors lived and perfected his projection machine, the enterprise being financed by another Waukegan citizen, who later built one of the first theatres devoted wholly to the moving picture art. This same theatre, the Academy, is in daily operation, and the man who built it is the owner of a million dollar moving picture studio in Chicago. His parents are still residents of Waukegan.

The Waukegan business man transacts his affairs with Milwaukee, Chicago, Minneapolis, New York or any other city quite as easily by telephone as if they were but a few miles away. Many concerns in Waukegan have their offices in Chicago and lease private wires over which they handle their factory to office business. The underground cables installed by the telephone company at great expense furnish the added and valuable insur-

(Continued on page 26.)

Digitized by Google

SCENES AND F
THRIVI

ILLINOIS BELL TELEPHONE
EXCHANGE IN THIS HUS
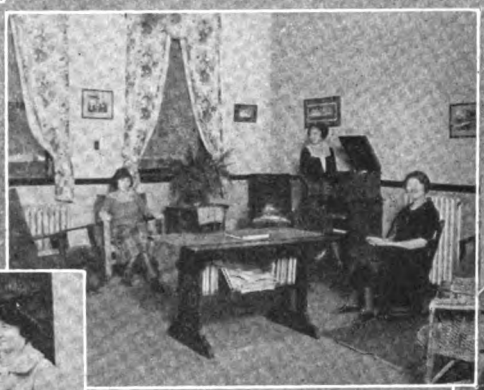


The Waukegan Masonic Temple, one of the City's Most Beautiful Buildings.



The Waukegan Test Board. George Dietmeyer, Wire Chief, and Mabel Bradley, Repair Clerk.



Querin Thomet, Switchboard Repairman, at the left and Charles B. Ramsey, Group Wire Chief.



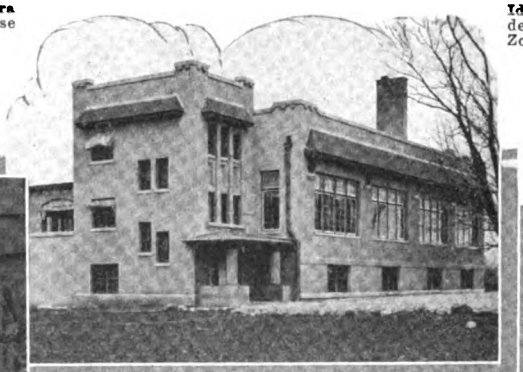
Snapshot of the Waukegan Rest Room showing Marguerite Sweeney (at the left), Clara Cox and Dorothy Huesing.



Group of Waukegan Operators. Left to right—Dora Boeder, Charlotte Huss, Margaret Tough, Louise Worth, May Flood.



Group of Waukegan Operators. Left to right—Ida Shober, Anna Bink, Margaret Hoff, Leona Hay- den, Lucy Moberg, Mabel Thomas, Florence Zoehler.



Club House on the Glen Flora Golf Links near Waukegan.



Another Group of Waukegan Operators. Left to right—Mary Christian, Margaret Beckman, Anna Sandholm, Mabel Skyrme, Florence Mills, Bernice Campbell, Edna Lee.



A Group of Waukegan Plant Men and Drop Wagon. Left to right—Herbert Breen, Anthony O'Donnell, Thomas Hesterman, Hans Olsen.

—L

Digitized by Google

ES IN
WAUKEGAN

ANY HAS UP-TO-DATE
NORTH SHORE CITY



Front view of the Waukegan Exchange Building.



The Waukegan Switchboard.



Helen Bidinger, Chief Clerk in the Commercial Department at Waukegan. She recently gave a Talk to the Rotary Club of Evanston on the subject of Traffic and Public Relations.



William Merrick, Storekeeper at Waukegan.



Group of Waukegan Commercial Office Girls. Left to right—Mildred Weyhe, Helen Bidinger, Virginia Goodbout, Helen Moran.



Another Group of Waukegan Operators. Left to right—Estella Pulaski, Helen Pringle, Bessie Moore, Rose Murphy, Avis Moran, Ruth Busch.



The Salvation Army Hotel at Waukegan.



Interior View of the Waukegan Commercial Office.



Some more Waukegan Operators. Left to right—Naomi McBride, Julia Rulon, Florence Johnson, Lillian Ramselle, Ruth Wells.

Digitized by Google

Waukegan, Progressive Manufacturing Center

(Continued from page 23.)

ance against interruption by storm.

Certain it is, the telephone is making the whole world one common family, and the close business relations that are maintained by its means between Waukegan, North Chicago and Chicago, are but evidence of how really small the world will be when we learn to appreciate the full value of the telephone.



CHARLES FORD.

We photographed as many of the operators as possible in the limited time; first, because we are proud of our girls, second, we want the business man and the resident citizen to know these girls and to know that these are the young ladies who are trying every day and all the time to give the best possible telephone service to Waukegan.

Then there is the trouble clerk, who takes complaints; the testman or wire chief who with the repairman locate and clear trouble on line and instrument; the installer who puts in the telephone, after the linemen have run the wires to the house. We wish you might know them all as we do. They are regular folks and are just as much, yes more interested in giving the public good service than any individual subscriber can possibly be to get it.

Charles T. Ford, district commercial manager, was for many years local manager for the Chicago Telephone Company in Waukegan, and is well known there, though at present he has his offices in Evanston.

Everett Judd, who recently came over from Woodstock, in the capacity of commercial manager for the City of Waukegan and North Chicago, is not a stranger to Waukegan, though some of the newcomers may not know him. He is easy to get acquainted with and if you, who may not know him, will take the trouble to introduce yourselves—you will find him ready and willing to do anything possible to aid everybody in the furtherance of good service.

Ned Bangs Calls on the Editor

NED BANGS was a caller on Ye Ed last month. Ned's official name is Edward H. and his official portrait appears on the de luxe insert which we distribute with this issue of the BELL TELEPHONE NEWS.

When Ned made his little breezy call on us he was not aware that the honor of having his picture printed was coming to him so soon. We make this statement that Ned may not feel any embarrassment when we report that he presented Ye Ed with a pound of fine honey from his own farm. Thanks Ned, this pays your subscription for one year, or until the next honey crop is in.

Despite the fact that he is an engineer, Ned was not able to standardize the product of his apiary—that is, so as to control the output. He has two swarms of bees. During the season one of these produced sixty pounds of honey and the other twenty. Perhaps some of our bee experts will be able to explain this discrepancy. The only reason Ned could give was that bees are temperamental. There may have been some domestic disturbance in the one household which affected the energy or ambition of the workers. The clover fields were equally available to both swarms.

Thanks, Ned, come again soon. We could use a turkey this Christmas.

The Hottest Place on Earth

WHERE is the hottest place in the world? The United States Weather Bureau believes it has the answer.

In southeastern California, near the Nevada state line, lies Death Valley, a desert about one hundred miles long, and from two to eight miles wide, entirely surrounded by high mountain ranges. The floor of this valley is two hundred or three hundred feet below sea level.

After the discovery of valuable deposits of borax in Death Valley about forty years ago, a successful attempt was made to irrigate a part of it. In 1912 the United States Weather Bureau established a station at Greenland, which is the name of the irrigated oasis in the valley. Here, on July 10, 1913, was recorded an official temperature of 134 degrees Fahrenheit. This was *in the shade* and is the highest natural air temperature ever recorded with a standard thermometer.

Except on the oasis there are no permanent inhabitants in Death Valley. In pioneering days many persons died crossing it and the wrecks of their prairie schooners are still to be seen.



NEW OFFICERS OF THE PLANT EMPLOYEES' ASSOCIATION.
Left to right: O. L. DeFue, A. G. Erdman, F. F. Jones, V. E. Code, C. W. Bluhm, H. W. Beebe, President; R. C. Berry, F. W. Smith, T. F. Foley, J. M. Humiston and E. T. Henry.

Digitized by Google

THE HUMAN PINK TICKET

By F. E. S.

MADISON Street car No. 5144, Tim Casey, conductor, was on its way cityward one bright June afternoon. The usual dozen or so passengers lolled in their seats as they watched the passing traffic and pedestrians.

Two of the passengers, however, paid but scant attention to their surrroundings, seemingly intent only in their rather furtive observance of each other. Seated side by side, their interest in one another was particularly noticeable, as each seemed animated by directly opposite impulses.

One, a well dressed intelligent appearing young man, was quite evidently puzzled by his fellow passenger, and seemed momentarily upon the point of addressing him, but hesitated.

The other, an old gray-haired gentleman, neatly but rather shabbily attired, and evidently a stranger from a smaller town, warily watched his younger seatmate with an expression bordering on terror.

The older man was quite evidently laboring under considerable excitement, almost fright, and constantly gazed at the swiftly passing streets, and about the car.

The younger man finally addressed a few words to his companion, who, without answer, immediately arose and passed to the rear of the car and engaged the conductor in rapid conversation. He was almost immediately followed by the younger man, and the three entered into a low-toned but animated discussion.

The writer had been seated almost directly opposite the two and, his bump of curiosity being tickled, arose and passed to the rear of the car, taking a seat within hearing distance of the three.

A few moments of listening to the conversation cleared up what had appeared to be a rather puzzling series of actions upon the part of the two men.

The situation, as gleaned from the older man's excited conversation, was briefly this:

His name was John Walker, of Eldora, Iowa, who, having sold his property and having no near kin, had decided to make a surprise visit to his niece in Chicago, a Mrs. Roberts.

The address of the niece was in one of the western suburbs, and the old gentleman had gone that morning to the address of the niece, only to find that she had moved some two or three weeks previous, leaving no address, or at least, the old gentleman could find no one who could furnish the new address.

A stranger in a large city, with some little money in his possession, and filled with strict injunctions from his well-meaning home folks to trust no one, particularly strange young men and the police, the old man was terror stricken and had wandered around the adjacent streets utterly unable to decide what to do until, in sheer desperation, he had boarded a Madison street car, determined to get to the railroad station and go back home.

The perfectly friendly advances of the young man, his seatmate, had aroused all of his suspicions and he had gone at last to the conductor, more to avoid the young man's evident interest in himself than with any idea of obtaining help.

It so happened, however, that the conductor and the young man were acquaintances, and the conductor, after assuring the old gentleman that his young friend was neither a confidence man nor a crook, asked him what his trouble was, with the above information forthcoming.

I was about to interest myself in the old man's predicament when the younger man stepped into the breach and took the matter out of my hands.

With a pleasant smile, he introduced himself as Harry Brown, an employee of the Bell Telephone Company, stating that, if agreeable to Mr. Walker, he would, upon their arrival downtown, endeavor to find his niece for him.

I must confess that this appeared to me as a pretty large contract. To find, in this immense city, an individual who had changed residence without leaving a scrap of information as to where she had moved, was like looking for the proverbial needle in the proverbial hay stack. However, as the young man appeared confident of his ability to deliver the goods, and having heard of several instances where the telephone company had accomplished astonishing results in similar cases, I decided to trail along and see just how it was done.

Arriving at Madison and Wells streets, we detrained, as it were (I having, in the meantime, introduced myself and requested permission to accompany my new acquaintances) and proceeded to the Illinois Bell Telephone Company headquarters on Washington street.

Young Brown escorted us to the Contract Department where, in a very few minutes, we were placed in communication with the department which handled the moving of patrons' telephones. A few words of explanation and, very shortly, the information was forthcoming that the records showed the telephone of the niece, at the old address, had been discontinued and that she had arranged for service at a new address located in another part of the city.

A call was promptly placed for the new telephone number, but here disappointment confronted us, as no response was obtained to repeated calls, and we were at last forced to the conclusion that either the party had left the city temporarily, or was out.

Mr. Walker was immediately greatly depressed, but not so our young friend Brown, who appeared possessed of the idea that the successful accomplishment of what he had started out to do was the only ambition of his young life.

After considerable discussion between ourselves and the very courteous telephone employees who, by the way, seemed more than eager to assist us in any way possible, Mr. Walker finally remembered that the first name of his niece's husband was John.

A John Roberts was finally located in the Fisher building and he, so his stenographer thought, was originally from some small town in the state of Iowa.

Mr. Brown, who had been clearing his desk preparatory to leaving for home, announced that as his day's work was done he would be glad to accompany us to the Fisher building. Here we met with more disappointment, finding Mr. Roberts had left for home. We, however, obtained his residence telephone number and were more than delighted to find that it corresponded with the new telephone number of Mr. Walker's niece.

The rest was easy, and at six o'clock we had the pleasure of introducing Mr. Walker to Mr. Roberts, whom he had never before met, and seeing our old friend warmly welcomed by his very charming niece.

I was very much impressed by the action of young Brown and his company associates and, upon my invitation, we had dinner together that evening, during the course of which I learned many things regarding the telephone company's methods, the service furnished, and the many ways in which the company assisted the public in emergencies, all of which I had never before appreciated, or even suspected.

Incidentally, Mr. Brown was very much elated, for, as he informed me, he had discovered that Mr. Roberts was almost a

PINK TICKET STORY JUDGES ARE BUSY

Five judges are now reading the scores of stories submitted in the Pink Ticket Contest, which closed November 25. Prizes amounting to $100 will be divided by the writers of the ten best stories. Names of these winners and some of the best stories will be published in the January issue of the BELL TELEPHONE NEWS.

Digitized by Google

chronic complainer against public utilities, the telephone company particularly.

Mr. Brown felt that the company, through him, in rendering aid to Mr. Walker, had established a very cordial contact, which would certainly be reflected in the future relations between his company and Mr. Roberts and, incidentally, his friends and associates. The future proved the truth of the assumption, and today Mr. Roberts is a telephone company enthusiast, where in the past he had been a very hard-to-please critic.

All of the above was accomplished by one young telephone employee who, as I afterwards learned, occupied but a very minor position with his company, but who had that much to be admired attribute and spirit of telephone service: "The Rendition of Service to the Public at all Times, in all Circumstances, Courteously, Cheerfully and without regard to Personal Sacrifice or Inconvenience."

Signing 8,000 Checks a Day

OVER 70,000 pay checks for Illinois Bell employees are signed each month by J. G. Lang, paymaster. These include about 10,000 weekly pay checks, 7,750 semi-monthly pay checks and disability checks. For one man alone to sign his name this vast number of times, it would take about thirty-five days of steady signing at eight hours a day.

"But—," butts in the bright lad, "there are not thirty-five days in a month."

True enough, hence with the Sinograph which makes it possible for one man to sign five checks at a time, about 8,000 checks can be signed in one day. As will be seen in the accompanying illustration which shows a new Sinograph recently purchased by the Illinois Bell to replace an older one of the same model. the machine consists of five fountain pens fastened to a ridge bar and spaced correctly, and the whole mounted on pivots and most of the weight supported by springs. The pens are controlled by a master handle at the end of the bar and the pivots and weight of the machine are so arranged that the effort required is but very little greater than when using an ordinary fountain pen. This machine is used by Mr. Lang in signing all Chicago pay checks, disability checks all over the state, and most of the Illinois Division Plant checks. With this machine, he signs approximately $24,000,000 worth of checks a year.

The machine, in a larger form, is used by the Government, and is standard throughout the Bell System. The Illinois Bell, then the Chicago Telephone Company, was one of the first companies of the Bell System to use this machine.



J. G. LANG, PAYMASTER, SIGNING FIVE ILLINOIS BELL PAY CHECKS SIMULTANEOUSLY

Decatur Instructor and Lineman Married

THEY met at the second dance given by the telephone employees in Decatur on April 29. Roy Wrightsman, toll repairman, and Gladys Hopkins, repair clerk, introduced them as Miss Freeman and Mr. Johnson. Now they are Mr. and Mrs. Johnson.

On Saturday, November 11, May Freeman, instructor, and Morris Johnson, lineman, were married in the parsonage of the First Christian Church by the Reverened R. E. Henry. The happy couple are now at home in Pritchett addition.



MR. AND MRS. MORRIS JOHNSON

Who Invented Safety, Anyhow?

MANY stories have been told as to the origin of Safety First methods, and persons who are believers in the movement are keen to boost for this person or that one as the "Father" of safety. Some have gone back as far as December, 1823, when Daniel Webster was quoted as follows:

"Nothing will ruin the country if the people themselves will undertake its safety, and nothing can save it if they leave that safety in any hands but their own."

Even this ancient safety slogan did not satisfy the curious who were anxious to know just when safety began and many have been the attempts to locate the source. It took the Harrisburg, Pa., *News,* however, to set a record. That paper recently announced that Moses, the great prophet, was the first "supervisor of safety" the world had known. In an article telling of how Moses began his work the paper states that he made it illegal for anyone to build a house without erecting a battlement around the entire roof, to prevent people from tumbling off.

"It was the custom of the people of Biblical times to perform most of their household duties," says the *News,* "on the flat-topped roofs of their houses; here they dried flax and linen, prepared figs and raisins for food, conversed with their neighbors and frequently used the roofs for sleeping apartments.

"Falling from house-tops was the most frequent cause of personal injury in those days, and the wise old prophet started the 'safety first' movement by compelling every householder to place a battlement around his roof.

"We presume it will be agreed," continues the *News,* "that Moses did all he could to prevent his people from falling from the roofs of their houses."

Since the time of the first safety edict by Moses many laws have been enacted not only for the protection of people in their homes, but every precaution has been taken to safeguard workers in all industries.

The Illinois Bell Telephone Company is boosting safety first and accident prevention measures. Remember that it was a wise old prophet who urged safety upon his followers and you will do well to follow his sage advice.

Digitized by Google

CHINA—AS A FORMER TELEPHONE MAN SEES IT

AS the Bell telephone annihilates distance and makes all mankind neighbors, so the Bell telephone organization covers the earth, and the Bell telephone men and women belong to one family.

This truth was discovered by Benjamin S. Garvey, Jr., a former Bell telephone man at Chicago, now instructor in the University of Wuchang, China. Instructor Garvey is the son of Benjamin S. Garvey, vice president of the Illinois Bell Telephone Company. He has been in China for about two years and writes most interestingly to his father of his colorful experiences in the Orient.

When he arrived in China he, of course, knew no one. But the Western Electric Company has a subsidiary in China. It is the China Electric Company with headquarters in Peking. The general manager of this company is E. C. Richardson. When Mr. Garvey called on Mr. Richardson he was heartily welcomed and aided in getting settled in his strange surroundings.

Mr. Garvey has written many interesting letters to his father and we have the privilege of quoting from them. Below are a few paragraphs which will be of interest, not only to his friends, but to Illinois Bell employees generally:

"I took these letters (of introduction) around to Mr. Richardson. He was so nice he almost bowled me over. Mr. Vantubergen, to whom I had a Shanghai letter, is also here. Right away they had me signed up here as a visitor and then Mr. Richardson had me move to his home, though he is at Peitaiho just now. I am sleeping and eating breakfast there. In the afternoon Mr. Vantubergen took me out to look at a new exchange they are supervising the building of. It was very much like an exchange at home, handling about 10,000 customers, I think he said. He said that most of the stuff is made (though possibly he said assembled) in Shanghai. In the main exchange where we stopped first, and where there is a Japanese chief engineer for the company, he showed me a gas producer (to make gas from coal) and an internal combustion engine which they (China Electric) had installed. By it they had reduced electricity from twenty-four cents per unit by night and twelve cents by day per kw. hour to four cents. Of the engineer he remarked, 'There is one white Jap.' These telephones are run by the Chinese Telephone and Telegraph Administration."

* * *

"One day I went with Mr. Lack, a Western Electric engineer, to look at the Peking-Tientsin wireless telephone set at Peking. This same set, while in the U. S., was the first big broadcasting outfit ever made. He said there was a little dispute over another smaller one, but that this was surely the biggest at the time. It is not in operation yet but is nearly ready. Any house in Peking can talk to any house in Tientsin. It is partly for advertisement and partly because so much copper wire is stolen. He showed me all about the place. It was awfully interesting. He told me that telephone operators get about 30 or 40 coppers (about 15c gold) per day and room and board. They have a row of Chinese houses in front or in back of the exchanges for them and run a common dining-room. I am sure it does not cost more than $4 or $5 per month at the most to feed a man. Students at Boone cost $3 per person."

* * *

The Problem of China

"The problem of China is enormous, it is almost stunning in its enormity. China itself, with its four hundred million population, its immense territory and its huge natural resources, is in a measure aware of the magnitude of its problem. The power of this great nation must be developed so as to do the most good, both to China and to the rest of the world.

"It is up to all Americans to learn to know something of China. They should try to study somewhat the conditions in China and the relation of China to other countries. With the large number of Chinese students in America who learn to know America we are approaching a condition where more Chinese know and understand America than Americans know and understand China. Those who ought to know say that the next war will come in the Pacific. The more American people know and understand of conditions in the East, and China is a big part of the East, the smaller is the probability of that next war.

"Perhaps the greatest difficulty between Chinese and foreigners is the point of view. To us it seems that they do many things backward, just as from our point of view they read and write backward and talk a great deal in negatives. Their attitude toward our medicine and our athletics is hostile. They do not see the need of having good physical bodies. To us this seems foolish, but it is the different conception of medicine. The different way of looking at things is shown very well by a story. A coolie in France was given an anvil to work at which was too low for him. An American would have raised the anvil, but the coolie dug a hole to stand in. And it is the same in other cases. When dealing with the Chinese we must always try to find out their point of view and act accordingly.

"It is also well to remember that China's power is economic and not military. I believe that the Chinese will never make good soldiers. Military discipline is too much against their temperament. Furthermore, they do not see where it is worth while to stand up to be shot down. The large number of men under arms in China are not under any real discipline and when they fight there is much more noise than action. But a military force coming into China would not get much. They could easily take the big cities—but then Napoleon took Moscow. They could remain as long as they wished and when they left it would still be China, or they might be absorbed as were the Mongols and Manchurians. The passive resistance of the Chinese would wear them out as sand will stop a bullet.

"For centuries the Chinese were ruled by emperors and now that the emperors are gone and the people are beginning to realize their power they are apt to abuse it. It has come to them so suddenly that they are not prepared to use it properly. There is a great tendency to mistake liberty for license. The people are realizing their power more and more and it is the task of the far-seeing to direct this power properly.

"As I see it, the big problem in China is not 'How' but 'Who.' I think there are hundreds of men capable of solving the difficulties which beset China. The trouble seems to be that every time a man gets in a position to do some good, he sees a way to make a fortune for himself and then get out, and takes it. Who will guide China through this crisis? The foreigners? No, I think not. Their point of view and their attitude toward the Chinese is one drawback. Another is the Chinese attitude toward foreigners who interfere in their affairs. Among the Chinese, who? The coolies are too ignorant to do much. The official class appears to be rotten clear through. An official gets a job, makes a fortune in taxes, and leaves the job to the next man. The student class should be prominent here, but just recently the students of one big government school, by threats of striking, obtained a considerable amount of money, had many of their teachers fired, and declared a two months' holiday on government pay. It seems to rest on the business men to show the way. While many Chinese business men are only too selfish, there is also a large class of them with the highest of ideals and these, I believe, are the ones who will lead. Then, there are a great many Chinese trained in English and American universities who promise to show up well in the future of China. It seems that the real problem is to find Chinese who understand the meaning of liberty, and who have the personality and spirit of self-

Digitized by Google



COLLECTION OF RAILROAD AND STEAMSHIP TIME TABLES AND TOURISTS' GUIDES SENT FROM THE ORIENT, BY BENJAMIN S. GARVEY, JR.

In the center at the bottom of the page is a picture taken by Mr. Garvey showing the Yangtze River waves breaking over the bund of Hankow. Just above that picture is one showing the cover of the time table of the Trans-Siberian Railroad.

—L

Digitized by Google

sacrifice to do the right thing. It is men with these qualities and with ordinary intelligence who are needed and who will surmount each difficulty as they come to it."

* * *

Tsaugon

"He came to me by inheritance, so to speak. Shortly after my arrival in China one of the old-timers went home, leaving his boy out of a job. I spoke first and got him. Wilson came from a family of small town aristocrats in Virginia. He knew how things ought to be done and had the knack of imparting his knowledge to the servants. Tsaugon (tsow-gon) had been with him off and on for about fifteen years and between the two there was a very warm and mutual friendship. The only time Tsaugon ever looked really blue was the day Wilson sailed.

"'Dried Grass,' for that is what his name means, is a little shrimp. He can walk right under my arm. His bullet head is covered with short, coarse black hair. His face is round and rather wrinkled. It fairly glows when he laughs. When bargaining, he can assume the most sarcastic and caustic grin imaginable. In his long Chinese gown he looks rather frail, but you cannot tell by the looks, as I found when I saw him heave a trunk around.

"Though he professes to be a Christian he says frankly that when it is not convenient he is not a Christian. His temper is apt to get the better of him and as Wilson had the same difficulty, the two came to an agreement always to wait at least a day before arguing over a disputed point. He loves children but will not work for married people because he says foreigners do not know how to take care of children. He will work himself ragged for somebody he likes, but when he dislikes anybody that man may as well quit. He can be more stubborn and through apparent carelessness spoil more things than the famous army mule.

"When something has to be done, it's 'Call Tsaugon.' He is quiet and efficient and can do anything. He is an excellent cook. As a table waiter he can supervise and run a meal in a manner fit for a king (even an English one) to envy. He can anticipate your needs and fill them before you know what they are. He can get out just the right clothes for any occasion. As a house boy he is faultless, but he is more than that. When we go on trips they all ask me, 'Can Tsaugon come? He has so much savvy, you know.' He can scrape up a bunch of coolies and run them off with our luggage before we know what's up—and he never gets stumped. If need be, he will tell an engineer, a boatman, or an innkeeper just what he thinks of the way they run things and then take charge himself. They let him do it, too. The meals he serves in a shed or on a launch would do credit to any cook anywhere. He just naturally gets things done. I am glad he works for me because he is rather partial. Several times I noticed that when he served things I got a little more or a little better piece than the others. No matter what the difficulty is when we are all stuck about getting something done we send for Tsaugon. If he says it can't be done, we tell him that that doesn't matter, he must 'Schang i fadza' (think up a way). He goes out with a broad grin—but somehow that thing gets done. How, we never know, but it gets done."

* * *

"About six o'clock in the evening we walked into the town of Kao Jen. As we walked down the street the inhabitants appeared to be gambling everywhere. However, all games stopped abruptly and the players came out to watch us. We inquired for an inn and were sent from one end of the village to the other and back again. We began to get mad about this time but could do nothing. Three of us sat down in front of a shop while Doc went out to see what he could find. Practically the entire village crowded around to look at us. We apparently were a circus to them. Meanwhile Doc (Dr. Wassel) ran across an old man sitting on the steps of a rather pretentious house. Going up, Doc reminded him that Confucius had said that when strangers arrived as gentlemen to treat them as such and not as robbers. The result was astonishing. As there was no inn we were taken to the ancestral temple and put up for the night. Four or five people were sent around to help in any way they could. A young man who had been to school in Wuchang turned up with profuse apologies for our cold reception and an invitation to breakfast the next day. It turned out that this entire village was one big family by the name of Wong, and that never having seen foreigners before they had been very much frightened. Doc's old man had been the village patriarch, hence the speedy result.

"The next morning our young friend called and took us around to a brand new house which they had just moved into and of which they were very proud. We were given an excellent Chinese feed which lasted until eleven o'clock. Mr. Wong's rice wine was excellent."



WELL KNOWN MAINTENANCE MAN IS MARRIED.

"Dick" Walsh at his desk after he returned from his recent honeymoon. On November 9 he was presented with a silver water pitcher by Bell Post, American Legion, of which he is commander.

Where Foresight Prevents Injuries

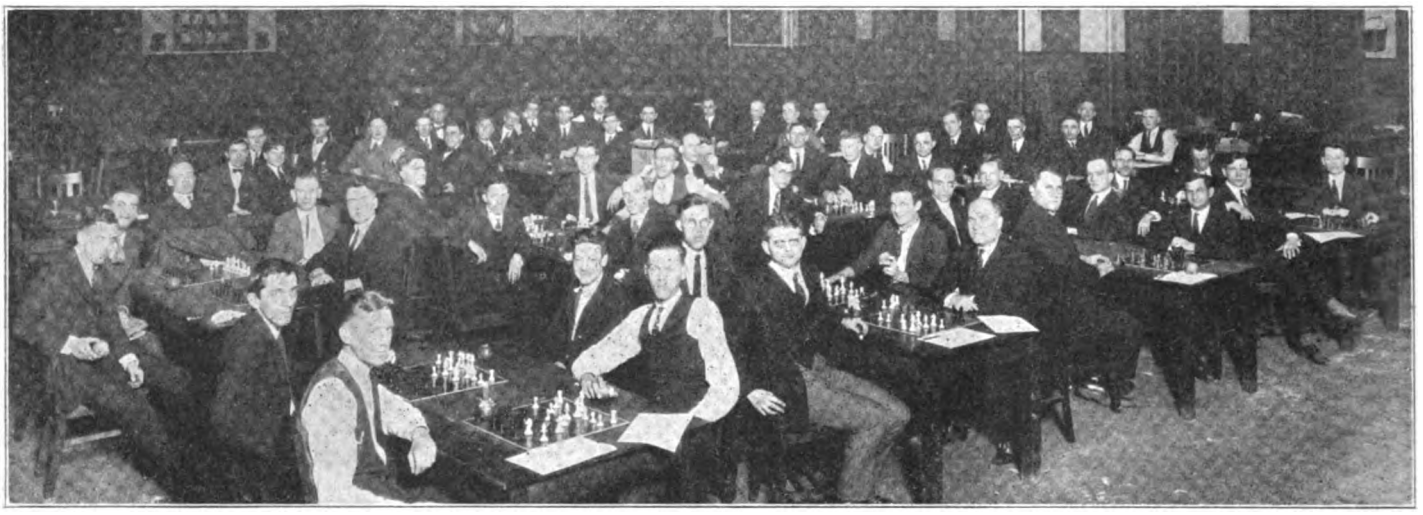
EVERY month accidents are reported that could have been avoided easily if our employees had exercised a little foresight and had paid attention to the safety warnings that are issued for their guidance.

One of our men was riding on the tail gate of a company automobile and when the chauffeur turned out of the car tracks to pass a wagon the chain broke, throwing the man to the street. It is extremely dangerous to ride on the tail gate of a machine for several reasons. The accident reported above may happen again. If the machine had been stopped suddenly and another car was closely following it the workman might have had his legs crushed.

Two accidents to employees while moving cable carts were also reported, one of them resulting in lost time. In both cases the shaft of the cable cart struck the employees.

Protruding nails have also taken their toll in the accident list, a number of our employees having been scratched or suffering from punctures as the result of stepping on nails.

Digitized by Google



CHESS AND CHECKER TOURNAMENT BETWEEN WESTERN ELECTRIC AND ILLINOIS BELL TEAMS
Illinois Bell men took first honors in checkers by a score of 79 points to 65, while the chess experts of Hawthorne won 6 games to 4.

Checker Problems, and Some Comment

By A. J. Scott, President, Bell Telephone Chess and Checker Club.

ONE of the standard rules of our club is that whenever a piece is touched it must be moved, and if it has been moved for enough to cross the angle of the square it must continue in that direction even though to make that particular move means the loss of the game.

Each player is in duty bound not only to observe the rule, but to see to it that his opponent does likewise.

Many beginners have the habit of moving a piece and holding their finger on it while they look over the board, and then if they decide it is not the strongest or best move to make, they pull it back and move an entirely different piece, or the same piece in a different direction. Such a practice is not only an annoyance to an opponent, but it is detrimental to the progress of the one who does it; hence, it should not be permitted.

All experts are extremely careful to avoid this offense and also to see that their adversaries do not commit it.

Some will complain that this is too strict, as they forget about the rule when interested in play. The answer to this complaint is that after they have lost an important tournament game or two due to such a practice, they will note that their memory is improving and that they have better control of their fingers.

Just as the architect must formulate in his mind an imaginary building, the engineer a circuit or the design of a particular piece of equipment or machine before the plans can be drawn, so must the checker player learn to see in advance the result of his contemplated move. The same principles are involved in each instance, and the problems are more closely related than most people think they are.

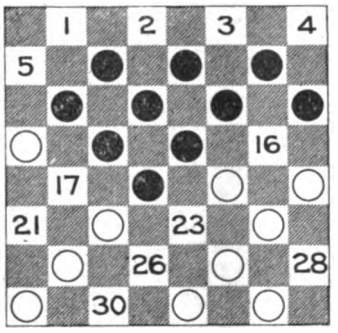
It is noted with much regret, that the black man in Figure 1, illustrated in the November issue of the BELL TELEPHONE NEWS, should have been on square nine instead of square six as shown in the diagram. However, the correct solution to the problem when this piece is properly placed is as follows: White moves—17-13, black 9-14, 25-22, 14-17, 22-26, 23-30 and then 13 to 22 wins.

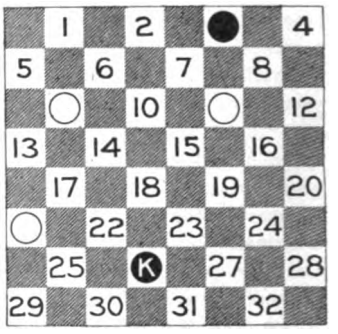
The solution to the second problem is as follows: White moves—28-24, black 5-9, then white 24-19 and continue: 9-13, 19-15, 13-17, 10-14, 17-22, 15-10, 22-26, 14-18, 26-31. 18-23 wins.

Particular attention is directed in the second problem to the cleverness by which white places the single man on the square occupied by the white king without allowing the black king to escape and at the same time, gains position which permits the win.

Correct solutions were sent in by Messrs. Alexander, O'Grady, Lester, Singer, Gubbins, Noren, Simons, Cruckshanks, Golden, Martin, Murray, Trainor, Conlon, Liljegren and O'Donnell.

(Two checker problems are illustrated below. Try to work them and send your solutions to A. J. Scott, Room 601, Bell Telephone building, 212 West Washington street, Chicago. The names of those who solve the problems and the correct solutions will be published in the Januarv BELL TELEPHONE NEWS.)





1. WHITE TO MOVE AND WIN **2. WHITE TO MOVE AND WIN**
Black always occupies squares one to twelve and white squares twenty-one to thirty-two at the start of the game. In the figures shown above the playing games are so numbered for convenience in getting solutions.

Unnecessary Horn Tooting

HEALTH COMMISSIONER BUNDESEN'S crusade against noise-making automobiles is having good results. Already several business concerns have ordered the removal of screeching siren horns from the motor trucks they use in their delivery service and, in the expectation that others will follow this example, the commissioner has instructed his aids to make no arrests for a couple of days for violations of the anti-noise ordinance. After that, it is presumed, they will proceed with vigor.

Unnecessary noises caused by unthinking drivers of automobiles and motor trucks are not only a trying nuisance to normal healthy humans, but are a positive menace to the lives of persons suffering serious illness. While the most distressing noises are caused by truck drivers who keep their sirens going continuously as they pass through the streets, a large share of the nuisance is contributed by automobile drivers who, instead of getting out and ringing at door bells, sit in their cars and toot their horns in order to attract the attention of persons in houses before which they stop.

Such noises are unnecessary and inexcusable. Drivers who thus willfully disturb the peace of entire neighborhoods cannot justly complain if subjected to the penalties provided for such an offense.—*Chicago Daily News.*

—L

Digitized by Google

POSTPONING THE DATE OF YOUR FUNERAL

THERE is nothing surer in life than the fact that we must all die. There is no greater fallacy, however, than that embodied in the oft-heard quotation, "The good die young." There isn't any reason why anybody should die young, unless he dies of an unpreventable accident. Statistics show that most people could live to a ripe old age if they themselves and their communities exercised the proper care for individual and public health. In other words, it is a perfectly easy matter provided one wishes to pay the cost of postponing the date of his own funeral.

Records of the United States Bureau of the Census, insurance companies and others that have made a study of the subject show that considerably over ninety per cent of the people who die are taken away by accidents or diseases that are in themselves easily preventable. More than eighty-five per cent of the deaths occur before the age of seventy-five.

There come to mind at once dozens of ways in which human life could be saved and prolonged. It is safe to say, for instance, that ninety-nine per cent of the accidents in industry and on the street are preventable. Such diseases as typhoid fever, scarlet fevers, pneumonia, diphtheria, influenza, infantile diarrhea and tuberculosis are preventable and can be eliminated or reduced to a comparative minimum. And yet 100,000 died of tuberculosis alone last year in the United States, and reliable estimates indicate that there are nearly 1,000,000 active cases of this disease at the present time in this country. If tuberculosis as a cause of death could be eliminated, it would of itself add on an average 2½ years to the life of every man, woman and child in the country.

Broadly speaking, in order to postpone your funeral and in order to set the date well on into the three score and ten, two lines of action are necessary—first, there must be a very definite attention on your part to matters dealing with your own health and the care of your body—that group of health measures that are called personal hygiene. In the second place, there must be a very definite coöperation with you on the part of every citizen in the community in promoting those measures that make for public or community health. The first group of activities involves you as an individual and the second involves you as a citizen.

In the first group of activities, those dealing with personal hygiene, it may be necessary merely to indicate a few of the things that should be done in order to prolong your life and postpone your funeral. Bear in mind, however, that these things should not be begun at the age of twenty-one or even at the age of twelve. They must be begun at birth, and in fact should be started before birth by the intelligent mother in the prenatal care that she gives to the unborn infant.

The things you eat are probably of the greatest importance. Food of various kinds is the fuel that builds and nourishes the body and that provides the energy with which we work. Libraries have been written on food. There are thousands of fads running all the way from the eat-and-grow-fat to the eat-and-grow-thin variety. There are other people who must chew their food so many minutes and there are others that advocate gulping it down with lots of water. There are those who say eat only vegetables and others who say eat only meat. Some advise living on milk and liquid food and some only on solid food. In the mass of advice the average individual is apt to be bewildered unless he uses his own common sense.

In general, however, it is pretty well to observe these broad rules. First of all, avoid eating too much. Most persons do not heed this rule. The greatest danger is not that we will lack nourishment but that we will get too much food for what we do. Of course the man who does vigorous physical exercise ought to eat more than the man or woman who sits as a desk or does nothing in the way of vigorous exercise. The amount of food will depend on the amount of physical work being done. Secondly, do not eat too much meat and eggs. A certain amount of meat and eggs with a good mixture of vegetables, particularly the green and bulky kind, are desirable. We eat all too little foods like lettuce, spinach, cabbage, cauliflower, beets, onions, carrots, parsnips and tomatoes, and are apt to eat too much the more solid starchy foods. Thirdly, eat varieties of foods. Do not stick to one kind of diet. Just because you are able to eat vegetables, do not eat them all the time, or because you are asked not to eat meat, do not eschew it entirely. Use good common sense and your own taste. Be sure to drink a lot of water, at least six glasses a day. You will probably not get too much even if you drink a gallon or more a day. And be sure to eat slowly, not Fletcherizing, but on the other hand not gulping down food without chewing. The stomach and the intestines have no



Digitized by Google

teeth. The food must be chewed in the mouth before it is swallowed.

Next to food, probably the most important rules of health deal with rest and exercise. The human body requires rest just the same as any machine does. It is in fact the most delicately adjusted piece of machinery that there is in the universe. It cannot run twenty-four hours a day and three hundred and sixty-five days in the year. There should be a balance of rest and exercise, both physical and mental. Definite rules cannot be prescribed for everyone. It depends upon the individual and upon his work and habits to a certain extent. Generally speaking, however, eight hours play, eight hours work and eight hours sleep is a pretty fair division of the twenty-four hour day. When one works twelve or fourteen hours, or plays fourteen or sixteen hours, he is apt to be burning the candle at both ends and the result will soon show itself in the wearing out or breaking down of certain parts of the human machine.

Cleanliness, as pointed out by that pioneer Methodist divine, John Wesley, is akin to godliness. Clean bodies outside and inside are essential. The skilled mechanic does not allow his machine to become clogged with grease and dirt. He oils and scours and cleans it. Similarly, the human body needs the same type of attention. It must be clean on the outside surface and on the inside surface. This is done by the application of water and by proper attention to diet. The man or woman who lives right and observes the proper rules of health need not worry as a general rule about proper regulation of the bowels. The human machine will take care of that. It requires care, however, not only as to diet, but to rest and exercise and other rules of health.

Another general rule for health that might be laid down might be labeled "fresh air." Air is not only the breath of life; it is the stimulator of life. The only real, pure air there is, is outside air. Any kind of inside air is more or less impure. Consequently, living out of doors, sleeping out of doors and playing out of doors, are all essential to human health. We cannot do all of these things all the time but we can do all of them some of the time. The amount of fresh, outside air that the human body gets both on its surface and through its lungs, determines to a very large extent the length of life and human vitality.

Proper health habits from childhood on are also necessary. Eating, sleeping, exercising, resting and other things that have to do with health, become habits if we try to make them so. Habits are formed best in childhood. The adage of "teaching the old dog new tricks" is applied no more aptly than in the case of good health. The time to create good health habits is with the baby's first cry. The intelligent parents will recognize this fact. It is too late to prolong the baby's life with health habits after he or she has grown to be a child of five or six years. Many habits are formed already at that time which will affect the health of the young man or young woman throughout his or her entire life.

A final rule of health is this: Be overhauled by a competent physician at least once a year. No thinking man runs his automobile year after year without overhauling it. In fact, he could not do so. It would break down. Any kind of machine needs overhauling after a certain amount of use. So does the human body. A periodical overhauling not only discovers defects and impairments in time to remedy them, but it also points out what correction of habits are necessary in order to prevent the development of possible defects that may not yet appear.

To sum it all up, health is largely in our hands by proper attention to the rules of health, barring community accidents, which we cannot as individuals control but which as citizens we can help to control. Everybody ought to live his allotted three score and ten and then some more.

The national, state and local tuberculosis associations of the country in December will hold the fifteenth annual seal sale. The proceeds from this sale go to teach the boys and girls and men and women how to live long and how they may postpone their own funerals. You will be asked to buy Christmas seals. The amount of your support will in some degree indicate your own interest in your health and in the health of your family. The need is great, the opportunity is greater.

Making Consonants and Vowels Perform

WHOLE families of vowels, consonants and diphthongs are under observation in one of the departments of the Bell Telephone System research laboratories, New York, very much as other scientific workshops keep on hand, for experimental purposes, an assortment of white rats or guinea pigs. Every one of these speech sounds is, as it were, thoroughly domesticated and, at the command of Dr. Harvey Fletcher, who is in charge of this particular branch of telephone research work, will go through their tricks as prettily as any pet poodle.

When all has been said and done, the fundamental function of the Bell System is transmitting speech sounds—sometimes just around the corner, sometimes across the continent or to Cuba—by means of electricity. Efficient designing of instruments involves, accordingly, not only the study of the mechanics of putting transmitters and receivers and their associated apparatus together so that they will function as nearly perfectly as possible, but a study of the characteristics of speech itself.

In his research work, Dr. Fletcher uses a telephone system so highly perfected that it reproduces speech with practically no distortion. With this is associated other apparatus which makes it possible to vary the volume of reproduced speech through a wide range and still other apparatus which permits the distortion of the speech wave in definitely known ways, by removing certain frequencies through the use of electrical filters.

Speech sounds are pronounced into the transmitting end of this apparatus, while observers at the receiving end write the sounds which they hear. The percentage of accuracy of this record determines the conclusions as to the ease or difficulty with which certain sounds may be distinguished under given conditions.

A list of 8,700 one-syllable combinations of vowels and consonants was prepared and tested in this way, the average of records kept by many different observers being used in order to eliminate errors due to the personal equation. It was found that the sounds of th, f and v are the most difficult to distinguish. When the volume of the reproduced speech is decreased, the sounds of z, h and s become very difficult to distinguish correctly. The sounds of i, ou and er are among the easiest to hear correctly, being missed by observer less than ten per cent of the time, even at low intensities. On the other hand, e, one of the most commonly used of the vowels, is among the most difficult. The sound of l, which is the easiest to catch correctly when spoken at average volumes, becomes one of the hardest when the volume is greatly diminished.

Experiments with the various sound combinations made in conjunction with the electrical filter also produced interesting data as to the characteristics of speech when transmitted with a part of the frequencies suppressed.

For the everyday telephone user, the practical results of the experiments seem to be a warning against the careless enunciation of consonants, particularly th, f and v. The telephone engineer, it is expected, will find the data collected as a result of the experiments, useful in further improving the design of telephone instruments, already highly developed from the standpoint of efficiency. Dr. Fletcher also believes that his research work will be useful to actors, public speakers, linguists and medical specialists and may lead to improved devices which will alleviate the handicaps of deaf and dumb persons.

A Stranger in Town

AFTER recording a long-distance call that was trunked to her position, the recorder asked, "What is your name, please?"

"Aw, er-er, you don't know me, Miss. I just came to town this morning."

Digitized by Google

THE REPAIRMAN'S RESPONSIBILITY

By Edgar A. Wampole of Monroe Office

THE repairman's responsibility constitutes three obligations: What he owes the public whom he serves; the company for whom he works; and himself.

How is he going to fulfill these obligations?

To the public he must first, last and always give the best service possible. To do this he must educate himself in the telephone business to the end that he may render intelligent and efficient service.

Let him compare himself with a doctor of medicine or surgery who before he can render service must know each part of the human anatomy and its functions, and is trained to recognize causes and effects by symptoms.

The repairman, to be a good one, must study. He must train himself to become familiar with the functions of every mechanical organ of the telephone anatomy, and must be able to recognize causes and effects by the symptoms. A doctor uses his stethoscope, the repairman his test set to "sound" their respective troubles where they are not visible. Some doctors guess at the cause—so do some repairmen, but the doctor ordinarily has the advantage over the repairman in that the latter is usually called upon to show immediate results.

The repairman owes it to the public to train himself in his work so that when he is called upon to repair their apparatus he can diagnose the trouble quickly and with as little inconvenience to them as possible.

Illustrative of the second obligation: "The company for which he works"—he owes it to the company to take advantage of everything it produces for his education. If he does not utilize this opportunity he not only cheats himself, but he also cheats the man he works for.

Since he is constantly in personal contact with the public, his conduct forms the basis of the opinion which the public has of the telephone company. We all know that when a man is out in the business world his training is reflected by the manner in which he conducts himself. Therefore, if the public is to believe we are a courteous and efficient organization, he must instill that feeling by courteous conduct at all times. He should keep in touch with activities taking place in the business so that when he is questioned by the public he can answer intelligently. This not only reflects favorably upon the company, but also gives them a better opinion of us—no man can afford to ignore public opinion.

The repairman should at all times work in harmony with his fellow workers, for it is only by working hand-in-hand that we can accomplish the best results. There are other factors which might properly be enumerated here, but we have given the most important ones and the others will automatically suggest themselves.

What does the repairman owe himself? First of all he must keep fit by observing the rule of safety first. At no time should be jeopardize his well-being, the well-being of fellow employees or others by his carelessness. Whenever he meets a condition where there is a likelihood of an accident, he should have the condition corrected.

Nearly all repairmen are family men, therefore they owe it not only to themselves but to their families to bring themselves to the highest pinnacle of efficiency so that when the opportunity for promotion presents itself they will be ready. The future of their families depends largely upon how far they advance themselves.

If they fulfill these obligations they may rest assured that they are doing their job.

Tongue Twisters

DO you want some very good tongue exercise? You can get it by reading, or attempting to read, rapidly, the following sentences. For those who may live in future life to read or speak in public, there is more in such exercise than mere fun:

Six little thistle sticks.

Flesh of freshly fried fish.

Two toads, totally tired, tried to trot to Tedbury.

The sea ceaseth, but sufficeth us.

Give Grimes Jim's great gilt gig whip.

Strict, strong Stephen Stringer snared slickly six sickly, silky-snakes.

She stood at the door of Mrs. Smith's fish-sauce shop, welcoming him in.

Swan swam over the sea; swim, swan, swum, swan.

A haddock, a haddock, a black spotted haddock, a black spot on the black back of the black haddock.

Susan shineth shoes and socks, socks and shoes shineth Susan; she ceaseth shining shoes and socks, for socks and shoes shock Susan.

You know the tongue-twister Peter Piper, but there are others which are harder. One of the worst is: "Mixed biscuits." Try saying that rapidly, and if you succeed, say this "Stop at the shop at the top of the Sloane street."



P. B. X. GIRLS WHO VISITED CHICAGO CENTRAL OFFICES

Left to right—Miss Emma Beckinga, American Can Company, RANdolph 7300; Miss Elizabeth Kerwin, Chicago Evening American, FRAnklin 4900; Miss Louise Miller, P.B.X. instructor; Miss Catherine Walker, Cook County Building, FRAnklin 3000, and Miss Eliose Hersey, Brink's Express Company, MONroe 6109.

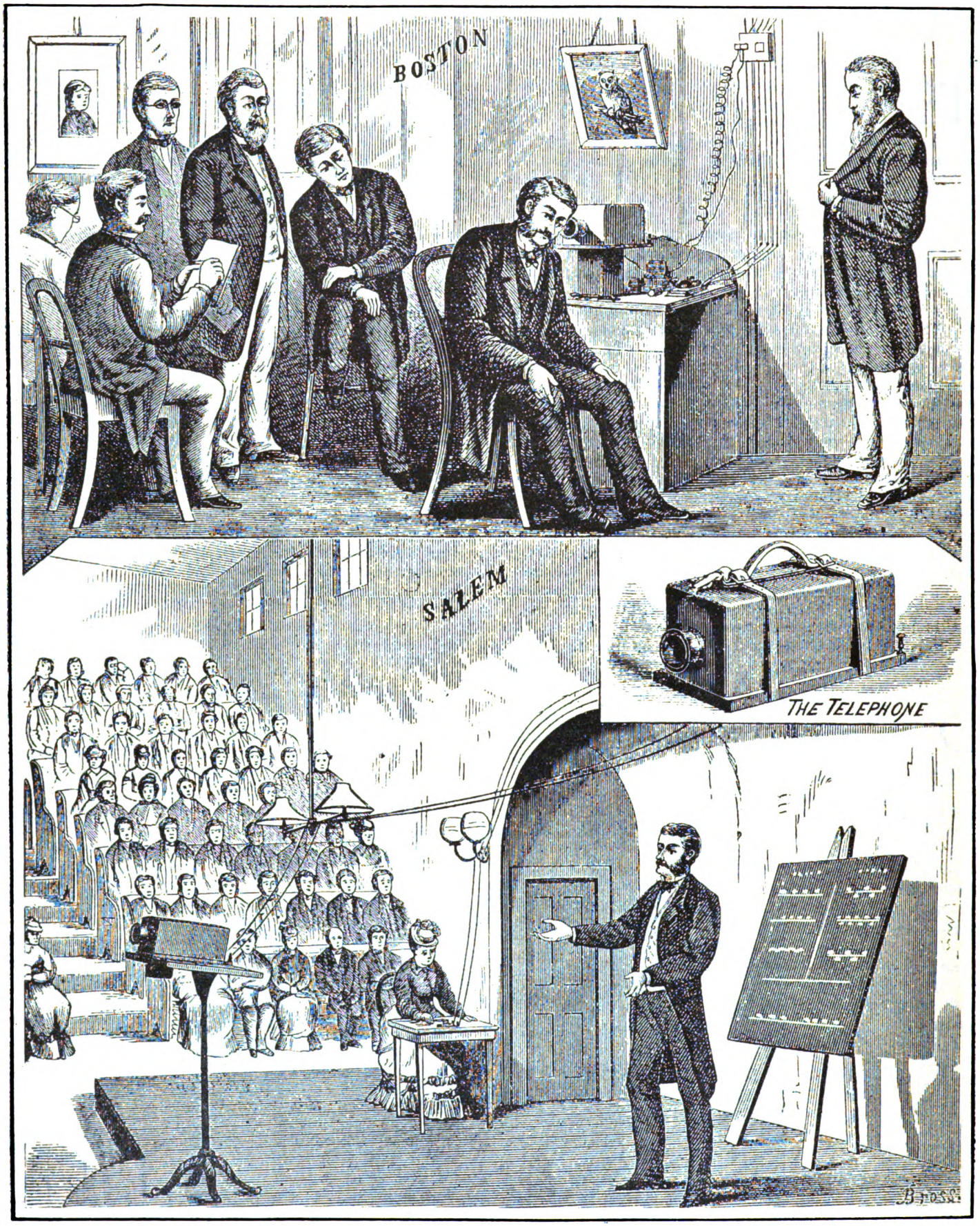
Then try saying over and over again, just as fast as you can: "Six slender saplings," and see if your tongue does not get nicely twisted.

Some people contend that it is extremely difficult to say even such a simple thing as "Troy-boat" fast, and many times over without getting the words mixed.

Reciprocity

The headlines in a newspaper screen: "Two Poles Succumb to Bootleg Liquor," while in *The Telephone Review* we read: "Life of Poles Lengthened by Preservatives."

Digitized by Google



This Wood-cut, Reproduced from the SCIENTIFIC AMERICAN of March 31st, 1877, Shows Prof. Graham Bell Lecturing to an Audience at Salem, Mass. The Inventor is Illustrating His Demonstration by Means of a Telephone Placed Before His Audience and Communicating With His Laboratory at Boston, Fourteen Miles Away.

Digitized by Google

TELEPHONE FIRST INTRODUCED TO PUBLIC BY INVENTOR'S LECTURES AND DEMONSTRATIONS

By W. C. Langdon

THE introduction of the telephone to the general public really began on February 12, 1877, when Alexander Graham Bell delivered an address on his invention in the lecture course of the Essex Institute, in Lyceum Hall, at Salem, Mass. On this occasion Bell had connection made by a telegraph wire with his room at 5 Exeter Place in Boston, where Thomas A. Watson had charge of the instrument and of the conversation at that end. Henry M. Butchelder, a reporter from the *Boston Globe,* was present at the Salem end, and after the lecture telephoned his report to A. B. Fletcher, another *Globe* reporter, who was present at the Boston end of the improvised telephone wire. Thus the first newspaper report ever sent by telephone was printed in that paper the following morning.

Bell had before this delivered four addresses on the telephone, three of them in Boston and one in Washington, but these had all been before scientific societies and were distinctly technical in character. At Salem for the first time the general public, those who would use the telephone and those who would invest their savings in its securities and so financially support it as a practical workday utility, had an opportunity to see the telephone, to listen to it, to speak into it, and to hear it explained by the inventor himself.

In the Salem lecture Bell first briefly explained the construction of the telephone to the audience of about 500 people and sketched the progressive systems for transmitting sounds. Mr. Watson in Boston then sent an ordinary telegraphic intermittent current over the wire. Through the telephone it made a simple noise like a horn. The Morse telegraph alphabet was then transmitted by musical sounds, and then an organ was connected to the wire at the Boston end and the audience listened to "Auld Lang Syne" and "Yankee Doodle," played twenty miles away.

Bell then explained to his audience how he learned to transmit the tones of the human voice over the wire and paid a grateful tribute to Mr. Watson for his invaluable assistance in making the instruments quickly and accurately according to directions. To illustrate the distinctive advance of achievement of the telephone over all that had gone before, Mr. Bell then asked Mr. Watson to sing a song and to make a brief address over the telephone. These were clearly hard within a radius of 35 feet or more, all over the hall, and brought down the house with applause.

Bell then invited a number of persons in the audience to come up on the platform and ask questions of Mr. Watson in Boston over the telephone. It was especially pleasing to them to find that in many cases their voices could be recognized over the telephone in Boston and that Mr. Watson could name the person who was speaking.

Mr. Bell closed his address by briefly outlining the many practical uses to which he believed the telephone would be put. This would now sound like a very commonplace statement of matters of fact. The meeting closed with congratulatory resolutions and applause, and some twenty remained while Mr. Batchelder telephoned his report of the evening to Boston.

Two days later a formal request was sent to Mr. Bell signed by a number of prominent Salem gentlemen asking him to repeat his lecture so that more of their fellow-citizens might enjoy it. This he did on the evening of February 23. On this occasion the audience was so interested that they would not go home at the end and it was necessary to put out the lights to drive them away. During the next four months and subsequently Bell gave addresses of similar character in Providence, New Haven, Hartford and Middletown, Conn., Boston, New York and other cities. These lectures had another important effect in that the money Bell received from them tided him and the telephone over their expenses until receipts from the leasing of telephones began to come in.

Copper Rules as King of Most Useful Metals

OF the rich gifts that nature has bestowed upon man, no metal yet discovered has throughout the ages been so useful in its adaptability to human needs as copper. It is the world's oldest known metal of commerce and its uses are almost innumerable.

In this age of electricity, copper, because of its conductivity, is used extensively in the electrical industries and it is mined and smelted on a large scale, America having a production capacity of 1,500,000,000 pounds in a single year.

Not only is it indispensable to the electrical industries but in the mechanical arts and manufactures its use in a refined state and in alloy is well nigh universal and dates back thousands of years before the Christian era. It is not too much to say that mankind could get along much better without gold than without copper.

In the telephone industry copper is the king of metals; the long distance telephone lines that span the continent and criss-cross in all directions over the country are of hard drawn copper wire made by a process first applied to telephone wire in 1882. Nearly ninety-six per cent of the more than 29,000,000 miles of wire in the Bell Telephone System is copper, and it is also used extensively in the manufacture of other telephone equipment and apparatus.

The Western Electric Company, the largest manufacturing plant producing telephone apparatus and equipment in the world, has used in a single year 75,000,000 pounds of copper and 10,000,000 pounds of rod and sheet brass.

Brass is an alloy of copper and zinc; bronze, an alloy of copper and tin was used by the ancients for cutting implements, weapons and for ornaments; because of its indestructibility and its artistic coloring it is used extensively in the fine arts.

Gives Up Throne by Telephone

EVERYBODY who has read the history of the World War knows that, in the hands of the soldiers of democracy, the telephone played an indirect part in toppling more than one monarch from his throne. It has remained for Prince Ludwig Windischgratz, intimate friend of Emperor Charles and Empress Zita, whose ill-starred attempt to reclaim their throne recently caused a brief flurry in Hungary, to tell how the telephone played a direct part in the exit of the emperor from the stage upon which he had been prancing through his part.

In a recently published volume of memoirs, Prince Ludwig tells how, on the day of the emperor's abdication, he and a friend walked into the royal palace at Vienna, to find it as open as a public building. In their progress to the royal apartments, not a servant was encountered. They found Charles and Zita standing at the telephone, evidently greatly perturbed. "I am speaking to Budapest," said the emperor to Prince Ludwig. "I am asked to renounce the Hungarian throne." Later in the telephone conversation, he was urged to abdicate and, after asking the advice of a few friends, did so, by wire.

Crowns were crashing with disconcerting regularity during those stirring days, but nowhere was less formality than in Hungary. Some leader of the people simply called Charles up and told him he was through. The telephone had done another good day's work.—*Public Service Magazine.*

Digitized by Google

SAFETY FIRST and ACCIDENT PREVENTION

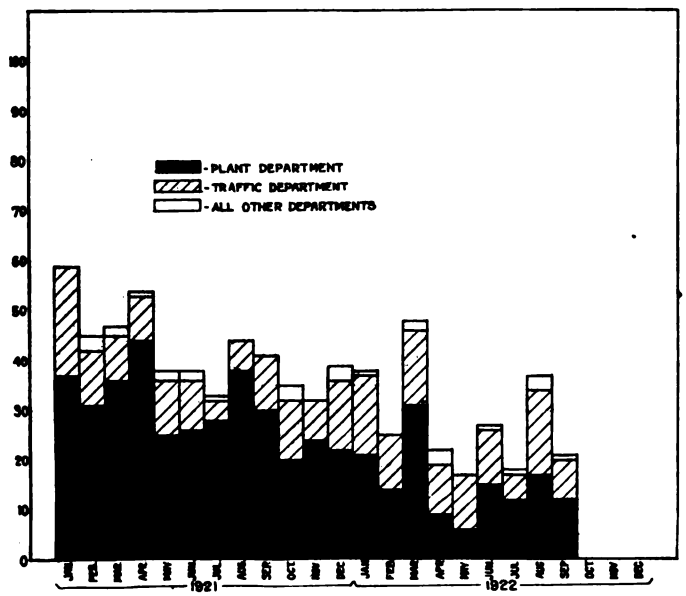
The Illinois Bell Telephone Company is a member of the National Safety Council and the Chicago Safety Council.

BEWARE OF SMALL ACCIDENTS—A LITTLE SCRATCH MAY KILL THE BEST OF US.

Improved Accident Record in September

A DECREASE of five lost-time accidents for the Plant Department for September over August was due to the good record of the Illinois Division, which went through the entire month without a lost-time accident as against four reported in August.

The Suburban Plant had six in August and only four in September, and the Construction was also on the low side with three for August and two for the following month.



ACCIDENT CHART FOR THE FIRST NINE MONTHS OF 1922.

The Department of Buildings, Supplies and Motor Equipment and the Maintenance Department each had two lost-time accidents in August and three in September.

The Long Lines Plant went through both months without an accident.

The entire Traffic Department showed a decrease of eight lost-time accidents for September over August. Traffic Division No. 1 had nine in August and three in September, while Division No. 2 had the only increase, showing three in August and six the month later.

The Suburban Traffic showed two for August and a clean sheet in September, while the Illinois Traffic showed a drop from three in August to the zero mark in September.

The Long Lines Traffic went through both months without a lost-time accident.

The City Commercial showed a drop from three in August to one in September.

The Suburban Commercial, Illinois Division Commercial and the General Offices were zero in lost-time accidents.

"Man wants but little here below" is a saying of ancient birth. The modern autoist seems to want the earth.

NEAR ACCIDENTS ARE NEAR ENOUGH

Safety Warning on Yuletide Decorations

THE holiday season, with all of its joys, is here once again, and the members of the Accident Prevention Committee wish you all a Merry Christmas.

Every year there are numerous accidents in the home due to carelessness in arranging Christmas decorations and otherwise preparing for the enjoyment of the holidays.

The following "Dont's" are published for the benefit of our employees, their families and friends:

DON'T place a tree near a stove or radiator.

DON'T put up a tree carelessly. See that it is placed on a solid foundation and properly balanced.

DON'T place a tree near curtains or other inflammable material.

DON'T let the children touch the lights.

DON'T place paper shades around or near lights on a tree.

DON'T use cotton for snow effect, use powdered mica or asbestos fibre.

DON'T forget to turn off the lights while away from home.

DON'T use candles.

Inspect Your Smoke and Furnace Pipes

IN THE fall and early winter special attention should be paid to stove pipes, furnace pipes, smoke vents and flues, according to a bulletin of the National Fire Prevention Association. Where these are of metal they frequently rust, come apart or deteriorate during the summer, and when fires are started up in the fall, or they are put to a severe test during the first very cold weather, a blaze is likely to result. Now that fire prevention and safety have become national slogans, the importance of careful supervision of heating apparatus and flues should be recognized by every good citizen, and a thorough inspection should always precede the first use of heating apparatus.

There is special need of unusually careful attention to flues, smoke pipes and heating apparatus generally this season, because of the abnormal conditions. Millions of householders will be compelled to use soft coal who have heretofore used hard coal, and the change will necessarily introduce many serious fire hazards, unless great care is taken to see that flues and smoke pipes are kept clear and that proper safeguards are provided for the other dangers which will develop.

Fires due to faulty furnace pipes and smoke pipes have been



Digitized by Google





unusually numerous this season, especially where there was dampness. Where the surface was already corroded by the heat and fumes, the dampness soon rusted the metal so that a pipe which looked all right on the outside would collapse with the slightest strain.—*National Safety News.*

Modern Yankee Doodle

Yankee Doodle had a "noodle"
But simply failed to use it,
Along he sped just as he said,
"I'm the guy that "doosit."

CHORUS.

Yankee Doodle, in his car,
Crossed the railroad crossing,
The locomotive knocked him far
And sent him on rejoicing.

He reached the tracks—now this is facts,
Just as the train came flying.
He couldn't stop but tried to hop—
They found him later—dying!

Yankee sighed just as he died,
"Just have my tombstone labeled,"
"Here lies a fool who broke the rule
And died somewhat disabled."

—*G. M. and N. News.*

The Version of a Telephone Safety Man

If Yankee Doodle had used his noodle,
His car he'd still be using,
And people would say as he came their way,
There's nothing that guy's losing.

CHORUS.

But—Yankee Doodle for the Bell,
Drove a little flivver,
When the crossing he did see
He said, "The gas I'll give 'er."

If he'd read the Safety warning,
At the railroad crossing,
Yankee could have missed the trip
That sent him on rejoicing.

—W. E. ROWENS, JR., *Bureau of Safety.*

Cement Makers Believe in Safety

SETTING off a big charge of dynamite or blasting powder in a rock quarry is a job that the average person would rather leave to someone else, says a bulletin issued by the Portland Cement Association.

People, generally, have a whole lot of respect for high explosives. They realize that every ounce of the material carries certain death if it goes off at the wrong time.

Last year over 14,000,000 pounds of dynamite and powder were exploded in the rock quarries of the cement mills of this country without a single severe injury to any of the workmen.

The nature of cement manufacture demands the use of thousands of tons of rock. Naturally this rock must be dislodged by explosives. A charge sufficient for ordinary blasting work would be wasted in the quarries and it is a common occurrence for workmen to explode a charge of ten thousand pounds at a single shot. A charge of this size usually displaces about 50,000 tons of limestone. In some of the quarries single charges of eighty thousand pounds have been exploded.

In burning the raw material for making cement, intense heat is required—between 2,500 and 3,000 degrees Fahrenheit. Powdered coal is largely used in this operation, and as it explodes easily it is a dangerous material. Accidents from this source have been extremely few during the last few years, thanks to the vigilance of the accident prevention workers.



HOW TO LIVE LONG AND KEEP WELL
Courtesy of Chicago School of Sanitary Instruction.

Digitized by Google

TELEPHONE TRAIL BLAZERS WITH DECEMBER SERVICE RECORDS

Herman Van Herik

December, 1896—26 Years

THE name Van Herik sounds familiarly like some character in "Rip Van Winkle," but it isn't. It is just the name of one of our trail-blazers who has been with us for twenty-six years.

In his twenty-six years' experience he has done various kinds of work from trimming trees in the city and in the country to being foreman of a cable splicing gang.



HERMAN VAN HERIK

From the information at hand we understand that Mr. Van Herik was the inventor or designer of a very clever piece of apparatus known as the cable bender, quite as simple as it is useful, it being a properly shaped form which could be slipped into the end of a duct from which a cable protruded and about which the cable could be easily bent without the danger of breaking the armor over the edge of the duct.

Herman got into the cable splicing gang originally because he was able to wipe a joint in a lead pipe, and in the early days that was considered the prime requisite as a foundation for a cable splicer.

Mr. Van Herik tackled the job of cable splicing a long time ago and made a business of it, too. The records go to show that he became very rapid at the work, having completed five 300-pair splices in a day of eight and one-half hours, and this without the assistance of a helper.

Perhaps the specifications for splicing today are much more exacting than when this record was made, but even so there are many thousands of motions involved in making five complete 300-pair splices, and eight and one-half hours does not give much time for rest periods even on the older specs.

—

William E. Yueill

December, 1897—25 Years

Perhaps the first thing to do after looking at Mr. Yueill's picture is to learn how to pronounce his name. It is practically the same as if it were spelled Yale which, by the way, is another argument for simplified spelling.

Billy Yueill has been with us for twenty-five years and those of us who hope to be here for the next quarter century fully expect Billy to be with us then and to look just the same as he does today.



WILLIAM A. YUEILL

He came to work with the equipment department in the old Franklin shop, and while he is now in the same department it does not follow that he has always been there. Quite otherwise. He has had a rather varied experience in the telephone business which all counts for good, especially in the line of work that he is now pursuing.

At present he is engaged in supervisory work in connection with central office engineering, with special attention to machine switching and call indicator work.

Earl J. Brown

December, 1899—23 Years



E. J. BROWN

Earl Brown, now of the sedate and scholarly City of Evanston, did not always live there. The country 'round about Seneca, Ill., first knew Earl as a telephone boy twenty-three years ago.

We have not the inclination at this time to recount Earl's life history, if for no other reason than that we fear to start an argument with his previous chroniclers who have written reams about him.

On more or less reliable authority we learn that about a year ago one of Earl's North Shore friends called him up by the nickel route and asked permission to store a couple of boxes in his cellar, not wishing to take them to California with him.

All accommodating Earl said "certainly," and whether by accident or design he happened to be at home when the boxes came. The expressman carrying them down the stairs happened to knock the cover off one of the boxes, disclosing some peculiarly labeled bottles.

It was too late to send them back, and besides Earl had promised to keep them for a year. He now solemnly declares that he never had a peaceful night's sleep from that time until his friend returned from the coast and called for the boxes.

Earl also claims, and we believe it, too, that the seals were unbroken when they left his basement on the return trip.

Apart from this it is rumored that if our hero ever retires from the telephone business he has a fine farm down near Seneca where he can go and have but one telephone to look after.

—

Harry L. Martin

December, 1901—21 Years

Mr. Martin came to the telephone company from the railroad business, going to work for J. G. Wray in the Equipment Department in 1901.



HARRY L. MARTIN

After working there some time he was transferred to the Installation Department and worked there under various bosses and in many exchanges.

About this time he took a shine to the branch exchange work and was accordingly transferred to the "B.X." division, where he has been for many years as foreman of the B.X. Division No. 4, with headquarters on the south side of Chicago.

Harry says that for a long while after he took up the telephone work he had occasional yearnings to go back to railroading. These spells usually came to him while he sat around a good warm fire in the evening, but whenever he had occasion to do any work around a railroad office or in the freight yard where he could again see "railroad life" he would come out of his dream and realize that telephone life was good enough for him. The old fever to go braking again has not attacked him for a long time.

Digitized by Google

Ort E. Hendee

December, 1901—21 Years

Mr. Hendee is now of telephone trail blazer age, twenty-one years, thus making him elegible to become a "Telephone Pioneer."

Mr. Hendee had been a stock and bond salesman prior to his coming with us as a collector in the suburban territory, where he worked out of Evanston up as far as Zion City.



ORT E. HENDEE

His district covered six exchanges and fourteen towns. He held this position for about three years and then came to the Chicago Collection Department.

In the course of events this department was merged into the Commercial Department, and Mr. Hendee was transferred to the Credit Section.

Recently he has been devoting much of his time to calling on our subscribers and interesting them in the purchase of American Telephone and Telegraph stock, to follow up the newer and better policy of having our patrons and subscribers interested in the business of the company.

Mr. Hendee says that A. T. & T. is the easiest selling stock on the market, and that past experience as a stock salesman does not count for half as much as having a reliable stock to sell, one that stands on its own merits, which makes the work both easy and pleasant.

George W. Adamson

December, 1901—21 Years

Did you know that at one time the Western Electric Company had a Power Apparatus Department and a good one, too? They did, and while it was originally started as the Clinton Street Plant it was subsequently moved to Hawthorne.



GEORGE W. ADAMSON

This department made all kinds of motors and generators, giving special attention to telephone apparatus such as battery charging machines and ringing generators; but what is more to the point just now this was the department in which George Adamson worked for several years.

About fifteen years ago the Western Electric Company discontinued this kind of work, transferring the entire outfit to the General Electric Company at Lynn, Mass. Many of the employees went east with the business, while some remained to be detailed to other lines of work.

On this occasion George Adamson was transferred to the Chicago Telephone Company and has been in the Light and Power Department ever since.

His memory concerning the hot summer of 1914 is very "warm." You may recall this particular period of about two months with practically no rainfall and no cool nights. It was during this summer that George was trying to keep the electric fans in repair throughout the city exchanges and he says that both he and the fans had the run of their lives, and also when the cool wave did come he was as happy as the coal man, but for a different reason.

The Busy Man

If you want to get a favor done
  By some obliging friend,
And want a promise, safe and sure,
  On which you may depend,
Don't go to him who always has
  Much leisure time to plan,
But if you want your favor done,
  Just ask the busy man.

The man with leisure never has
  A moment he can spare,
He's always "putting off" until
  His friends are in despair.
But he whose every waking hour
  Is crowded full of work,
Forgets the art of wasting time—
  He cannot stop to shirk.

So when you want a favor done
  And want it right away,
Go to the man who constantly
  Works twenty-four hours a day.
He'll find a moment sure, somewhere.
  That has no other use,
And fix you while the idle man
  Is framing an excuse.

—*N. Y. Ledger.*

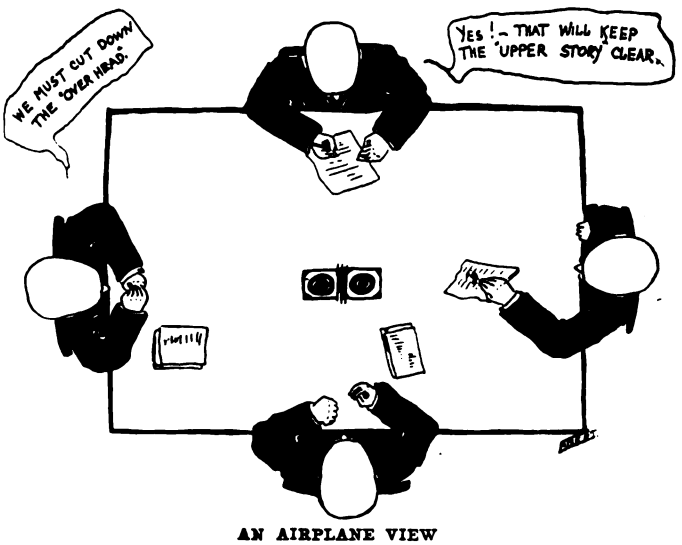
Europe's Greatest Telephone Gains Made by Germany

IN Germany, the number of telephones apparently increased slightly throughout most, if not all, of the war period and despite its territorial losses the actual gain in telephones during the seven years, 1914-1920, was greater in Germany than in any other European country.

High Praise

"IS she very pretty?"

"Pretty! Say, when she gets on a street car the advertising is a total loss."—*Boston Transcript.*



AN AIRPLANE VIEW

Mr. Ebert says this is how I. W. Boylan, A. D. Hawk, "Tay Pay" Ryan and C. Y. Davis look when in conference.

Digitized by Google

UNDER THE MISTLETOE

By May T. Dewhurst

"TALK about mysteries!" exclaimed Tom. "This place beats the 'Cat and the Canary.'"

"Or 'The Green Archer,'" said Katie.

"Yes," said Tom, "I'll bet mother could get up a mystery story all right. It's awful to shroud this happy home in such dark plots. Where is the secret panel, mother?"

"You are just cruel, mother," said Mary. "Here we *smell* Christmas cakes and the cupboard is as bare as Mother Hubbard's. You'll get us insane by Christmas."

"Better be insane than die from indigestion," laughed mother. "It's absolutely true that Christmas cakes eaten before Christmas eve will make you awfully sick. If you wait till the twenty-fourth, just after sundown they are perfectly harmless."

"Why, Mrs. Miller," said Katie, with her brown eyes open very wide, "do you believe that?"

"Absolutely; I can prove it, too. Once a boy found the cakes his mother hid and he ate and ate before the right time and his family had no Christmas celebration because he nearly died."

"Now mother, why do you bring up such tales of the past? Anyone would think it was time to forget it," said Tom.

"So *you* are the bad boy!" said Katie. "No wonder there has to be a secret place! How we girls do have to suffer on account of you."

"No danger but you'll get even with us," said Tom, as he left the room.

"What *is* the matter with Tom lately," said Mary. "He isn't half as good fun as he used to be. John Crane says he's noticed it, too."

"Yes," said mother, "ever since he came home from that flood disaster he's been different. Some times I've seen him look real sad when he thought no one was looking at him. Haven't you noticed it, Katie?"

"Yes, I have. I used to like to tease him, but he doesn't seem to take a joke lately."

"Well," sighed mother, "I could have a lovely Christmas if all of you were happy."

"Oh mother, we *are* happy and we are going to have lots of fun Christmas. Tom will be all right as soon as he smells the Christmas tree."

"Well, I do hope so," said mother. "Don't forget the fancy Christmas paper napkins and the ribbon to tie up the cakes to send around."

"I'll get them if you'll promise not to give them all away. You know one year we didn't have half enough after you had supplied the neighbors."

That noon the postman brought a letter for Mrs. Miller and she opened it hurriedly for she had a secret all her own that was more important than Christmas cakes. As she read it her face was illuminated with smiles and she hurried to the telephone and held an animated conversation with Mrs. Crane which ended with a laugh and an exclamation, "Oh it will be just great to have Bob come!"

These were busy days both at home and at the office where Mary and Kate worked. But the girls never complained of being tired. When they got their days off for working Sunday each one took her day with mother down town, and hiding places were found for various packages which proved that Tom was right—it was a House of Mystery.

One evening Tom, Mary and Kate met down town with John Crane by special agreement, while mother accepted an urgent invitation to spend the evening with Mrs. Crane. The four conspirators had a jolly time and Tom acted quite like himself. He loved his mother and if he could have had his own way he would have bought her a gift far more expensive than he could afford. But Kate said, "Your mother wouldn't approve of your going in debt and she is the kind that loves to be loved more than to have expensive things."

"Yes," said Tom, "she is the good old fashioned kind all right. I bet she is happier with that little old engagement ring of hers than the girls nowadays are who show off their diamonds."

"Oh well," said Katie tossing her pretty head, "I guess there are a few girls in these days who have hearts, too."

Tom looked at her and started to say something but suddenly turned away and said "Hurry up, Mary, mother will get home first if we don't look out."

"All right," said Mary. "I think we had better buy this lovely picture. She wants something nice for the parlor and this has enough babies in it to suit her."

"Yes, for pity's sake get that and maybe she'll take down a few of my baby pictures."

"Some cherub you were, Tom," laughed John. "But I guess mothers are all alike. Mother has me framed all over the house and some of them ought to be censored."

Home again, they were in time to hide their big package in the attic which was safe enough as Tom had to go up by a ladder through a trap door. The girls threatened to pull down the ladder and make him come down by the chimney in real Santa Claus fashion.

On the twenty-second of December, Katie had her package ready to send to her mother and the express man was to call for it. She said as she left the house. "I couldn't bear to be here without mother, if I were not sure that I shall see her New Year's."



"Anyway," said Mary, "that will be better for we are so busy now and will be till everybody has called up everybody else about everything for Christmas."

"Yes, my board was just walking away yesterday, but I love it that way. When the little lights go twinkling on my switchboard they seem to spell 'Merry Christmas, everybody,' and I can see little lights on Christmas trees all over the city, green and red and white."

"Why Katie, you sound like

Digitized by Google

mother. You know she thinks we just work to help folks."

"Yes, Mary. You can't live with your mother without learning a lot. I don't believe she's got a selfish bone in her body."

But at this very moment, this same adorable mother was actually hiding that box left in her care to send to Kate's mother and she went to the telephone and told the expressman not to come for it.

However, the next day an expressman did come bringing a big box for Mrs. Miller. It did not say "Do not open until Christmas" and she opened it in the kitchen. You should have seen what Kate's mother had sent her. There was a big goose and two chickens and apples and turnips and squash and onions and celery — everything from the farm for a Christmas dinner.

And Mrs. Miller didn't tell Kate anything about it but went on with her preparations.



"THE HOLY FAMILY"
Copy of the beautiful painting Tom and Mary gave mother for Christmas.

It wast just as Mary had predicted. When Tom brought home a beautiful fir balsam tree and the house began to smell like the northern woods, he began to act like the jolly Tom of old. He whistled as he fixed the tree in its standard and arranged the little electric lights. Mother hung wreaths and placed the candle in the window to welcome the Christ Child to the home on Christmas eve. And she hung a piece of mistletoe from the chandelier and laughed like a girl when Tom caught and hugged her under it.

The girls were late in getting home from the office on the night before Christmas and their arms were full of gifts, some of them boxes of candy from appreciative subscribers. You should have heard their exclamations of delight as they saw a candle gleaming from the window and a tree beyond covered with little colored lights.

"Isn't home lovely!" said Mary.

"Oh, if mother were only here," said Kate.

But a mother, whose heart was big enough to take both girls in, opened the door and hugged and kissed them both. And Tom was there suggestively standing under the mistletoe and Mary with a laugh gave him a big smack while Kate edged away with mock terror from the dangerous spot.

As soon as supper was over the fun began. Everyone brought from various hiding places mysterious packages. Mother was locked up in the kitchen while Tom climbed to the attic again and brought down the big package which the girls hid behind the tree.

Then mother said, "I want you three to go down to Tony's house and carry this basket to the children and take this basket to the Denny's down in the alley and leave these other things at the places marked. Hurry back and maybe I'll have some Christmas cakes for you."

So off they went and the door had hardly closed when mother was at the telephone calling Mrs. Crane. The first thing she said was, "Is Bob there?" And then "He can come over with John and you, but don't let them come in till I wave a towel in the kitchen window."

And so when Tom and the girls approached the house later Tom said, "I see Mrs. Crane there with mother." And then the door opened and mother met them! No, not Tom's mother, but Kate's! And with a happy cry Kate was in her arms laughing and crying and everyone was talking while the candle in the window serenely beamed its welcome to the unexpected guest.

Then there was another great surprise. Kate's mother who had been so absorbed with her precious daughter that she had hardly looked at Mary and Tom, who had purposely kept in the background, said, "Well Katie, do let me see Mary and her brother who have been so good to you. Their mother and I are old friends already with all our secret correspondence."

As as she kissed Mary and reached to shake Tom's hand she gasped, "Why, you are the splendid boy that got me out of the flood! Why Katie, this is the telephone man I told you about."

And Tom very sheepish and with blushes admitted that he had known all along that she was Katie's mother. And Tom was scolded and petted in turn by Kate and Mary and mother who quite agreed that he *was* the best boy a mother ever had.

Tom, to change the subject as soon as possible, turned to Mrs. Crane and asked—"Where is John? You certainly kept mother's secret all right. Has John got any more surprises?"

"Come here and I'll whisper something to you, Tom." And she pulled him over to the other side of the room and whispered "John has the biggest surprise of all for Katie. Bob is with

Digitized by Google

him and they are on the way over. Isn't it grand?"

"Yes, wonderful!" said Tom. And mother who came in from the kitchen where she had been signalling John wondered what had struck Tom. His face had a queer expression which she knew registered anything but joy.

She made an excuse to get him into the hall a moment and whispered "What is it, Tommy, dear?"

"Nothing, mother, I'm all right. You're the best girl I know. Don't worry. You are a trump to get such a good surprise for Katie."

"Oh, yes," said mother, "Isn't she happy? And the best is yet to come."

And mother hurried in to see if the stage was all set for the last scene in her Christmas play.

Yes, all was ready and the bell rang. Mary went to the door and she was heard to say "Merry Christman, John," and then in came *Bob.*

And will you believe it! Katie who had stood up when she heard John's voice quite unconscious of the mistletoe over her head, cried out, "Oh, Bob," and hugged him right before them all.

And Bob—well, he kissed and kissed her till he had to be stopped. And then he held out his right hand to shake with every one and finally remembered his best trick and said his prayers..

And Katie turning to Tom, said "Isn't he a darling?"

And Tom said most emphatically, "He certainly is" and he presented him with one of the precious Christmas stars which were altogether too good fare for any dog to eat.

And Tom seemed quite transformed. Mother wondered now at his gayety as she had at his gloom.

Then began the fun of distributing the presents from the tree and first Tom presented Katie with a box all addressed for the express and Katie said, "Why, Mrs. Miller, didn't you send my box to mother?" And then realizing that mother was there she gave it to her and said, "You don't know how I wanted to take this to you, and now I can."

There isn't time to tell what treasures the tree held for all. Nothing was expensive but the gifts had been bought with care and showed that each one had remembered some wish that the other had expressed in the past. And some were funny and there was much laughter and joking.

And by and by mother, who had been looking at every one's presents and forgetting herself, was presented with the big package. When she opened it and saw the lovely picture she exclaimed, "Oh, that is exactly what I have wanted!" And Tom hung it at once and as they all stood before it mother said—"I guess the candle brought the Christ Child here tonight. I'm glad we shall have Christmas all the year."

After Mrs. Freeland had retired and the girls had gone to their room Tom stood by his mother as she looked to see if the candle was perfectly safe to leave for the night.

"Oh Tommy, it was a lovely Christmas Eve; everyone so happy and our unexpected guest so welcome."

"You mean guests, mother, don't you. Bob means a lot to me. Mother, if you won't tell the girls I'll tell you the joke on me. You see the boys who took Mrs. Freeland to the train told me that she talked to her sister about Bob and how lonesome he was since Kate left and how glad she would be to get home on his account and they said Kate must have a pretty nice fellow the way she talked."

"And you thought John was bringing him tonight?"

"Yes and he *was* but you see it was only—"

Just then the door opened and Katie looked in and said, "I just had to look at Bob once more. I want to see if he likes his new bed."

Mother said, "All right Katie. I'm going to my room. Put out the light Tom. Good night and God bless you."

As Katie stooped over the precious little dog, Tom switched off the light and only the candle in the window shone in the room.

"Katie, I've been a fool. I've been jealous of your Bob," and Tom told her the story.

"Oh you funny boy! Was that what made you so glum this fall?"

"Yes, but *you* were really the reason. I couldn't bear to have you so fond of Bob."

"But I *am* devoted to him. You precious thing;" (This to Bob.)

"Oh, don't kiss him, Katie. Didn't you read in the BELL TELEPHONE NEWS how dangerous it is and such a waste, too. Bob doesn't appreciate it."

"Oh, yes he does, don't you Bob?"

"If you kiss that dog again Katie, I'll pay you off under the mistletoe," said Tom.

And Katie did. The candle light was dim. I could hardly see, but Tom always did what he threatened, though it seemed to me it took a long time. So long, that a voice from above called, "Katie, where are you? Come to bed."

"Yes, Mary. I'm coming. I was only kissing Bob good night."

"Only Bob!" said Tom.

Tom's Kisses

Whites of 3 eggs beaten very stiff.

1 cup powdered sugar (scant).

Drop on buttered pan and bake in a cool over for about an hour.

—

Mother's Christmas Stars

1 pound almonds, washed, dried and ground.

1 pound sifted powdered sugar.

Whites of six eggs.

1 teaspoon of cinnamon.

Beat eggs light, add sugar and beat together for five minutes. Add cinnamon. Set one third of mixture aside. Add nuts to the other part. On the kneading board, after sprinkling it well with sugar, roll and cut out the cookies with a star cutter. Roll only a little at a time as it is hard to handle. Place cookies on buttered pans and put a spoonful of the icing on each star and bake very slowly till they are a delicate brown.

—

Date Torte

1 cup walnuts, coarse pieces.

1 cup dates, coarse pieces.

2 eggs well beaten.

½ cup sugar.

1 teaspoon baking powder.

2 tablespoons flour.

1 teaspoon vanilla.

Bake 15 minutes in moderate oven. Serve with whipped cream.

The Dog and the Fish

WISHING for fish filleth not the dish.
It's a wise fish that knows when not to bite.
Better one trout in the pan than two flies in the soup.
It takes more than a line of talk to catch fish.
He who dreams catches no fish.
The better the bait the briefer the fisherman's wait.
A biting fish upon a hook is destined to go to the cook.
Suf-fish-ent unto the trip are the fish caught thereon.
Often a worm catches a fish in its turn.
Bait your hook, if fish you would cook.—*Aesop's Film Fables.*

Digitized by Google

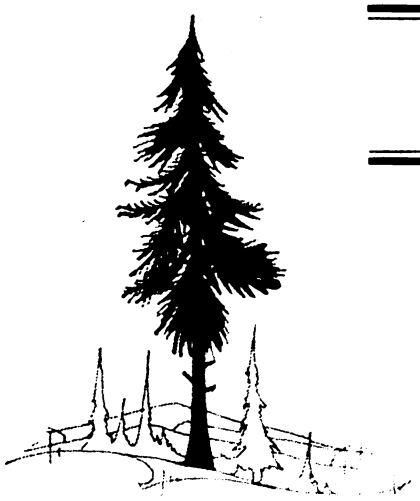
A FEW SUGGESTIONS OF USEFUL THINGS MEN LIKE FOR CHRISTMAS

Let's See—There's Dad, Brother, Hubby, Uncle George and, — Now What Do You Suppose They Want?

Courtesy of The Hub—Henry C. Lytton & Sons, Chicago



Digitized by Google



THE OTHER CHRISTMAS TREE

By R. T. Barrett



TWO trees, a fir and a cedar, stood at the edge of a piece of woodland, just where a range of rocky hills sloped downward into low, marshy ground. They had grown up together from the day when a wind, snatching two seeds from two cones, had carried them playfully for a distance and then dropped them in the warm, moist earth of the swamp, where they had taken root. Now they had reached almost their full size. They raised their heads proudly to the sky and tried the strength of their branches, as boys test the muscles of their arms.

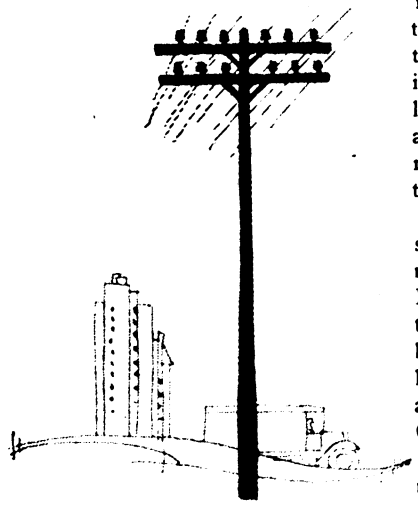
A light breeze was blowing down the valley and all the trees were whispering softly to their nearest neighbors. Up on the hill, which caught the full force of the wind, a knotted, gnarled old oak was grumbling in an undertone to himself. His summer suit had been stolen in the night by Jack Frost and he made no effort to hide his resentment as he looked down at his two neighbors in their coats of green.

"Hear him mutter, the old bear," said the fir tree. "I shouldn't like to be an oak, if you have to be so cross and unreasonable when you grow old. I'd rather do something to make others happy. I'd rather have nice, thick branches where birds can build their nests. I'd just like to do that forever. I wouldn't get surly and grumble all the time. And if I had to be cut down, I'd like to be—

"A Christmas tree," said the cedar, without giving him time to finish.

"Yes, a Christmas tree!" said the fir. "I'd like to be one of those tall Christmas trees that they set up in the parks of little villages, with red and blue and green lights hung on my branches. I'd like to be the center of a crowd of children, standing out under the stars on Christmas Eve, and listen to their voices singing carols to the Christ Child. I'd like to have old people, and sick little children who could not get out-of-doors, go to their windows and look out at me."

"And I," said the cedar softly. "I should like to be a Christmas tree, too. But I suppose I cannot. My boughs are almost as green as yours, and it is not my fault that they stick stiffly up into the air, instead of bending gracefully outward like yours, but they do and I am afraid I shall never be a Christmas tree.



"No, perhaps not," said the fir. "Perhaps neither of us ever shall. But we can at least practice making others happy, and then we shall know how to do it if we are ever chosen for Christmas trees."

The cedar said nothing for some time. "And so long as we live here," he said softly, when he did speak, "we can grow as straight and true and tall as we know how, so that when the wind sweeps through our branches on Christmas nights, we, too, may sing carols to the Child of Bethlehem."

Then the wind sank to rest and the two trees were silent. Many nights they talked together of bright lights, of joyous Yuletide carols, of happy childish faces—and then fell asleep, as the wind died down, to dream of some day becoming Christmas trees.

One day a band of men with saws and axes came down the path that led from the woodroad into the swamp. They stopped at the cedar tree and soon the big crosscut saw began to bite into his bark, as strong arms swung it back and forth. And as it cut deeper and deeper, it sang a song which seemed to the cedar to be the dirge of the Christmas dreams he had dreamed so many times.

Finally, he fell with a crash headlong to the earth. With sharp, ringing strokes the men attacked his limbs with axes, stripping away the beautiful, green boughs until only the bare, unsightly trunk lay on the ground.

"Poor friend!" sighed the fir tree. "His dreams of making others happy are ended. He will never be a Christmas tree."

"And I suppose I shall not, either," he thought sadly, after a moment. "It must be my turn next."

But the men left the fir tree standing there alone while they pulled the cedar to the road, placed him upon a truck and hauled him over the hill and out of sight.

Strange things happened to the cedar tree—things very different from those of which the two neighbors had talked as the wind had swept through their branches on silent nights. He was carried for many miles on the truck and finally, thrown, not too gently, upon a pile of other trees that had been stripped of their branches as he had, where he lay for months until the sap that had climbed up his trunk-veins had dried away. His coat of bark had been torn away and the skin beneath, at first a clear, yellow-white, had been bleached gray by the rain and sun.

And then he was picked up one day, and his butt was thrust into a big tank filled with hot, sticky, foul-smelling oil—creosote, he heard a man say it was—where he remained several hours and then was hurried out and laid once more in the sun to dry. "Not much like being a Christmas tree!" he thought, as he lay there, wondering what was coming next.



He did not have long to wonder. Some more men came one day and, loading him on a big automo-

Digitized by Google

bile truck, carried him away, bumping over the rough places in the road, until he came to a little village.

More men came and fastened heavy pieces of timber near his top like new arms to take the place of those that had been chopped away. They dug a hole and planted his butt firmly in the earth so that he once more stood upright, a pathetic picture of his former self as he had stood in the beautiful valley far away.

Still other workmen came and, driving sharp spurs into the cedar's sides, climbed up and fastened to his strange, new arms, rounded glass bulbs; but these were not at all like the gorgeous electric lights he and his neighbor, the fir tree, had pictured in their dreams.

Then, one day, a boy and a girl passed the cedar tree as he stood there by the side of the village street. They were just the kind of children he had dreamed of seeing standing beneath his branches singing carols on Christmas night.

"Oh, look at the new telephone pole!" said the boy.

* * * *

Late in the afternoon on the day before Christmas another truck arrived, bearing a beautiful, tall, evergreen tree. Men unloaded it, dug a deep hole in the ground and planted it in the earth. Only when it stood upright, with its branches thrown out over the little park in which it had been set, did the telephone pole recognize his old friend, the fir tree. But he said nothing, through shame and sorrow that he had been stripped of his beauty, while his neighbor's dreams were about to come true.

All the afternoon, while festoons of lights were being placed on the fir tree's green branches, the bare, unattractive cedar pole kept silent. Even in the evening, when the lights were turned on and children began to gather for the singing of carols about the Christmas tree, he said nothing. Once or twice, when the wind swept through the wires, there was a soft, sobbing moan, but that was all.

* * * *

And then—the miracle happened, as it always does in Christmas stories. Somewhere, away off, a man turned a switch and the wires on the telephone pole, which had never been used before, came to life. As the pole listened, he heard voices talking over them.

"Hello, Mother!" he heard a man's voice say, off in a distant city, "I can't get home tomorrow as I planned to do, but I thought I would call you up to wish you a Merry Christmas!" And then there was a happy little laugh as the old woman talked to her son, calling him by the funny little pet names he had gone by as a boy, before he went away to make a name for himself in business.

"Mrs. Roberts, I'm sorry Tom can't get out to our Christmas party," said another voice. "The children are coming over to show him some of their presents and to bring him a few things from our Christmas dinner. Tell him they'll be over about three o'clock tomorrow afternoon." And a little boy, who had broken his leg while coasting a few days before, found that Christmas is Christmas, after all.

"This is the telephone company, Mrs. Jennings," said another voice. "We have installed the special wires in the church and will be ready to use them tonight. We hurried up because we knew you hadn't been able to get out of the house for years and we wanted you to hear the Christmas exercises."

A little later the pole heard the sound of children's voices singing. He looked to see if they had come back to the park where the fir tree stood. There was nobody there. Even the lights had been turned off. Then he knew that poor, crippled Mrs. Jennings was listening to the exercises up in the church on the hill—listening to the Christmas carols that were speeding on their mission of peace and joy over two of the wires that he carried on his bare, unsightly shoulders.

"Oh, little town of Bethlehem
How still we see thee lie," he heard the children sing.

"Well, perhaps we are *both* Christmas trees," said the pole happily, to the fir tree over in the little park.

"Anyway, we've both helped to make people happy, as we dreamed of doing, and I guess that's what Christmas is for, no matter how it is done."

Trail Blazer Passes On

WILLIAM PATTERSON, an employee of the A. T. & T. Company and Associated companies for the last twenty-nine years, died November 2 at the Presbyterian Hospital, Chicago. Heart disease was the cause of his death.

Mr. Patterson was born on a farm near Waukegan June 11, 1871. He was unmarried. He is survived by his father and a married sister, Mrs. Margaret Thorne, both residents of Gurnee. Funeral services were held at the father's residence November 4; interment at Milburn Cemetery, six miles west of Gurnee. The pallbearers were George W. Harker, Philip Mager, David Rivera, A. C. Kadlec, David Westland and Leo Peters, all of whom are employees of the telephone company and close friends of the deceased.



WILLIAM PATTERSON

Mr. Paterson's service record dated from November, 1893, at which time he started as a lineman in the Construction Department. He had since served continuously with the Bell System as lineman, district line inspector and foreman of a division gang. At the time of his death he was stationed at Morrell Park.

Mr. Patterson was widely known in the telephone field. He was a loyal and faithful worker for the interests of the telephone company. He was a quiet, unassuming man, always gentlemanly in his actions, never forward, but always ready to help one in distress. He will be greatly missed by those who knew him and leaves many friends behind to mourn his passing.

Death Takes Miss Melville of Geneva Office

KATIE MELVILLE, one of Geneva office's oldest employees in point of service, passed away at the St. Charles' hospital at 12:30 p. m. Monday, November 6.

Miss Melville had worked with the company almost fifteen years. She was chief operator in the old exchange in St. Charles, and repair clerk at the new Geneva office at the time of her death. Her "voice with the smile" will be greatly missed by her many friends and the subscribers.

Funeral services were held at St. Patrick's church, St. Charles, Wednesday morning following her death. Burial was at the North End Cemetery.

Six Is Half Dozen When Brazilians Telephone

"SIX of one and half a dozen of the other" may not be a common expression among Brazilians, but they accept it in principle when telephoning, if the required number contains a six. In Portuguese, the mother tongue of the native of Brazil, "six" is "seis" and "seven" is "sete." And unless enunciated with extreme care, the two numerals frequently cause telephone errors, much as "five" and "nine" sometimes do for English-speaking telephone users.

The Brazilian telephone user, therefore, seldom or never calls for "seis" but instead uses "meia duzia," which means "half a dozen." He would ask for 1267 as "um dois meia duzia sete." Just what he does when the number happens to be 6666 does not appear.

Digitized by Google



Take It or Leave It

First party (on telephone): "Hello."

Second party: "Hello."

First party: "Oh, I didn't expect a gentleman to answer."

Second party: "Well, maybe a gentleman didn't answer, now whatdayathink of that?"—*Northwestern Commerce.*

—

Any Port in a Storm

John had just left the house to catch the 7:55 train. He had been gone only about ten minutes when the telephone rang. Mrs. John answered the call. Her husband was at the other end of the line.

"Hello," he said. "Is everything all right, Mary?"

"Why, yes," said Mrs. John.

"You're all right?"

"Why, yes."

"And the baby?" John asked anxiously. "The baby is all right?"

"Of course," said Mrs. John. "What makes you think we aren't? Nothing has happened since you left the house. What's the matter, John?"

"Well, I'll tell you." He dropped his voice almost to a whisper. "There are several pretty girls in this station collecting for a fund, and I thought it would be less expensive to get into this telephone booth and telephone to you than it would to stay outside."—*New York Evening Post.*

—

Convenient Dual Personality

"Hello, Hello! is this you, Mac?"

"Aye."

"Is this Mac-Macpherson I'm talking to?"

"Aye; spe'kin'."

"Well, Mac, it's like this. I want to borrow fifty dollars—"

"All right. Ah'll tell him as soon as he comes in."

—

Stringin' Em

"That athlete is wiry all right."

"Yes, he used to be a lineman for the telephone company."—*Science and Invention.*

—

Castles in the Air

"What is your idea of the height of futility?"

"A woodpecker trying to build a nest in a concrete telephone pole."

—

Business Brothers

President Neilson of Smith College was making a rather tedious journey and was glad when the men who had the seat in front of his turned around and began a conversation. One man proved to be a traveling salesman and took it for granted that Dr. Neilson was another.

"What's your line?" he asked. "Mine's skirts."

"Well, so is mine," said the president of Smith.

The third traveler, seeing an opportunity to advertise his line and show the president of Smith's he had nothing on him said. "Well, that's funny, I'm a telephone man and my line 'skirts' the country."

Those Traffic Rules

Stenographer answering traffic chief's telephone: "Traffic chief's office.'"

Des Moines subscriber: "Will you ask the traffic chief if I can park my car on the left side of the street and for how long?" —*Northwestern Bell.*

—

Checking Up

One morning a negro sauntered into the office of a white friend. "Good mawnin', Mr. Withrow. Kin I use yo' 'phone a minute?" he asked.

"Why certainly, Sam."

Sam called his number, and after a few minutes' wait, said. "Is this Mrs. Whiteside? Well, I seen in de papeh where you-all wanted a good culled man. Is you still wantin' one? Then the man youse got is puffectly satisfactory, and you doesn't contemplate makin' no change soon? All right, ma'am. Good-bye."

Mr. Withrow called to Sam as he left the telephone, "Now that's too bad, Sam, that the place is filled."

"Oh, dat's all right, Mr. Withrow. Ise de nigger what's got de job, but I's just wantin' to check up."

—

At the Telephone

Gruff Voice—"Is Mr. Jones there?"

Sweet Voice—"Yes; do you wish to see him?"

Gruff Voice—"See him? My good girl, this isn't a telescope, it's a telephone."

—

The "Boy" Behind the Voice

A business man who was in a great hurry called up an establishment that had failed to deliver goods as ordered. A tiny, boyish voice was heard at the other end of the line: "What is it that you wish?"

"Mr. Jones, boy, and hurry."

"All right," and the receiver was hung up. In a few minutes it was taken down and the small voice replied:

"Mr. Jones is not in. Can I help you?"

"See here, boy?" snapped the man who was in a hurry. "I want to talk with someone who can do business. When I need the office boy I will call for him. The way for you to get along is to let other things alone and attend to your own duties."

"That's what I am trying to do," meekly said the small voice. "I am the president of the company."—*Philadelphia Ledger.*

—

Seizing the Opportunity

"Where are you going in such a hurry?" asked Mrs. Bibbles.

"Over to John Jagsby's house," said Mr. Bibbles. "He has just telephoned to ask if I could lend him a corkscrew, and I'm taking it over myself."

"Couldn't you send it?"

"Mrs. Bibbles," said Mr. Bibbles, in cutting tones. "The question you ask me shows why most women are unfit to lead armies and make quick decisions in business deals involving millions. When the psychological moment arrives they don't know what to do with it."

Digitized by Google

Words of Cheer and Comfort

If wife, mother or daughter is ill and you are obliged to be absent, what a comfort it is to talk home every evening by long distance telephone! Your own anxiety is relieved and your loved ones are cheered by the sound of your voice.

"Station-to-station" long distance service, developed recently by the Bell System, meets situations of this kind exactly. Just call your home by number and tell the operator you will talk to any one who answers.

When the call is answered, the "station-to-station" rate, which is about twenty per cent lower than the "person-to-person" rate, applies. You can then talk to all the members of your family, one after another, on the one call, if you wish.

Evening rates on "station-to-station" calls, which are about one-half the day rates, become effective at 8:30 p. m. After midnight the night rate, about one-fourth the day rate, applies.

(An advertisement showing the value of long distance telephone service in keeping in touch with home when traveling. The points brought out may be used effectively by telephone employees in presenting the merits of long distance service to their friends.)



Digitized by Google



Dividend checks from the American Telephone and Telegraph Company are received quarterly by more than 200,000 telephone users.

Owned by those it serves

Less than fifty years ago an application was made for a patent which created the possibility of speech between distant points. It was the culmination of years of study, research and experiment. It suggested a new aid in commerce and domestic life; a new tie to bind the people together. But it was only a suggestion—a dream.

To make that dream come true required the creation of an organization unlike any other. It demanded a kind of scientific knowledge that was yet to be formulated, as well as a type of equipment still to be devised. And it necessitated the financial and moral support of many communities.

Out of this situation grew the Bell System, bringing not only a new public service, but a new democracy of public service ownership—a democracy that now has more than 200,000 stockholders—a partnership of the rank and file who use telephone service and the rank and file employed in that service. The American Telephone and Telegraph Company exists to serve the people and is owned directly by the people—controlled not by one, but controlled by all.

Evolution is going on. Each year the ownership is more widespread. Each year the various processes of the service are performed more efficiently and economically. Each year new lines and extensions are constructed. The responsibility of the management is to provide the best possible telephone service at the lowest possible cost and to provide new facilities with the growth of demand. To do these things requires equipment, men and money.

The rates must furnish a net return sufficient to induce you to become a stockholder, or to retain your stock if you already are one; after paying wages sufficient to attract and retain capable men and women in the service. They must adequately support and extend the structure of communication.

These are considerations for the interest of all—public, stockholders, employees.

"BELL SYSTEM"

AMERICAN TELEPHONE AND TELEGRAPH COMPANY

AND ASSOCIATED COMPANIES

One Policy, One System, Universal Service, and all directed toward Better Service

Digitized by Google

531.05
BE

JAN 11 1923
OF ILLINOIS LIBRARY

BELL TELEPHONE NEWS

JANUARY 1923



Digitized by Google

OUR FRONT COVER

AN Accounting Department man was philosophizing a bit on figures and their meaning. What he said was based on experience of at least a score of years in that important part of the telephone business. And in a few minutes he cleared away all doubts about accounting work having its romance and its thrills, not greatly different from those experienced in other departments.

Our cover shows one corner "behind the scenes" of the telephone business. It is a section of the Accounting Department, which, though not in direct contact with the public, plays a real part in conducting our business. The department as a whole and the employees individually also have much to do with maintaining proper public relations.

Notwithstanding its staid appearance, its work is subject to constant changes. Accounting systems of today are as different from those of 1876 as our present telephone is different from the instrument Dr. Bell used the first time speech was transmitted by wire.

Digitized by Google

General and Division Accounting Officials Illinois Bell Telephone Company



ARTHUR PERROW
Chief Accountant

JOHN J. KELLEY
Auditor of Receipts





WALTER R. HEARNE
Auditor of Disbursements



U. FRANKLIN CLEVELAND
General Auditor



HARRY L. KELLY
Chief Traveling Auditor



PHILIP A. WICK
Division Auditor of Receipts
Suburban Division



AUGUST D. GROTE
Division Auditor of Receipts
Chicago Division



FRANK E. SMITH
Division Auditor of Receipts
Illinois Division

Digitized by Google

Digitized by Google

BELL·TELEPHONE·NEWS

Volume 12 CHICAGO, ILLINOIS, JANUARY, 1923 Number 6

WINNERS IN PINK TICKET STORY CONTEST

Story Which Was Awarded First Place—All Divisions "In The Money"

PRIZES offered by the BELL TELEPHONE NEWS for the ten best stories about the use of Pink Tickets have been awarded. Checks were mailed to the winners a week before Christmas.

First prize, $25, went to Raymond E. Congdon of the Out-Order Section, North Division of the Chicago Maintenance Department. Others who received checks were E. L. Schultz of the River Forest warehouse, second prize, $15; T. J. Conlon, toll wire chief, Chicago, third prize, $10; Harry H. Baldwin of South Chicago Office, fourth prize, $10; S. S. Flower, Maintenance Department, Chicago, fifth prize, $10; Charles H. Trettin, Lincoln Office, Chicago, sixth prize, $10; Daisy Griffin, Commercial Department, Springfield, seventh prize, $5; Warren Field, Collection Department, Chicago, eighth prize, $5; Miss Ruth Playter, Collection Department, Collinsville, ninth prize, $5; and Miss Harriet Huyler, Personnel Division, Chicago, tenth prize, $5.



R. E. CONGDON

In addition the judges made honorable mention of E. C. Prather, Superior Office, Chicago, and E. A. Wampole, Monroe Office, Chicago.

The judges who made the awards are Harry Furnifur, captain of collectors; Mrs. Mabel O'Hara, toll chief operator, Chicago; William Smith, installation supervisory foreman, Chicago; George Edland of the Illinois Division Plant Department, and A. V. Farr, general supervisor of public relations.

The contest, which was announced in the October issue, was open to any employee of the Illinois Bell Telephone Company who filed a Pink Ticket between the time the plan was devised and November 15.

The only hard and fast rule was that stories be limited to 500 words. It was suggested that contestants tell of the circumstances which led them to originate the Pink Ticket, what the different departments did to remedy the trouble and be carried to the conclusion of the affair, giving the comments, if any, the subscriber made.

Within a few days after the announcement stories began to arrive and they kept coming until the close, which was 12 noon, Saturday, November 25. As the stories were received the names of the senders were removed from them. On Monday, November 27, they were turned over to the judges. They were then read by the judges, who held several meetings in the few days following.

Here is the story given first place by the judges:

Mr. Congdon's Story

Without a doubt the Pink Ticket Plan is the best mutual benefit device one could desire.

In the first place, it gets results quickly. Second, it makes the one who filed it a better friend of the complainant. Third, it proves to the complainant that the company is not too big to listen to a small complaint which looks big to him, and his attitude toward the company is invariably changed to a more kindly feeling which, of course, reverts back to all employees in general, which is what we want.

Early this spring conduit was laid along our street to provide facilities for the growing Northwest Side.

On account of a rather newly paved street the conduit was laid in the parkway between the sidewalk and the street.

When the work was completed, our landlord, Mr. S., claimed that the black dirt had been thrown back in the excavation and the clay left on top. He talked with several of the neighbors about "how the company gets away with those things" and talked of going down to the City Hall about it.

For several days I wondered if a Pink Ticket would cover a case of this kind, for I didn't want to make matters worse by telling him I thought I could have those in charge of the work get in touch with him and then have nothing come of it.

Well, I finally decided to try it. I told him about our Pink Ticket plan and, although I am in an entirely different department, I explained that a central bureau would forward his complaint to the proper department, and I told him that he ought to hear something of the complaint in a short time.

Well, the Saturday afternoon of the same week three men came to see Mr. S. and had quite a talk with him. When they left, Mr. S. was in a very different frame of mind, but a little skeptical about whether or not they would do what they promised, which was, that they "would make it right."

On Monday about five men appeared and leveled off the ground even better than it was before, as the previous street paving gang hadn't left it in very good condition and there was very little grass.

Mr. S. was very pleased when he came home and saw the change, but when we came home on Tuesday and found three big loads of black dirt dumped in the parkway, I am here to tell you I was more pleased than he was.

Another thing that pleased me was to hear Mr. S. tell the neighbors that the telephone company had done all that simply because his tenant, who works for the company, had turned in a thing they call a Pink Ticket.

A few days later I received the White Ticket saying, "Subscriber now thoroughly satisfied." And he sure was.

—

The Pink Ticket plan has been in effect since it was conceived

Digitized by Google

about eighteen months ago by employee association representatives. It provides that when an employee hears of an unsatisfactory condition in connection with any subscriber's service, he makes a short report of this on the Pink Ticket form. This form is marked "Important" and all exchanges in the state have arrangements perfected whereby immediate attention is given to Pink Ticket reports.

The Pink Ticket plan is not intended to take the place of any of the company's routine methods of handling complaints and correcting service conditions. It is intended to supplement these and goes much farther in its application. It makes every employee the company's representative and provides a means by which an employee may obtain quick action on any case of dissatisfaction on the part of the subscriber which comes under the employee's notice. Most Illinois Bell employees now carry a supply of Pink Tickets. The form is small and the women employees often carry them in their handbags.

Starting in a small way, the Pink Ticket plan has rapidly grown in popularity and usefulness. During the month of October, 1922, there were 1,825 Pink Tickets turned in by employees. The cases reported cover almost every conceivable form of complaint. Every case is taken up immediately by the proper department and the best possible correction, adjustment or explanation made. The result of the case is then reported back to the employee on a special white form, designed for the purpose. This completes the record and closes the case. The Pink Ticket plan has the effect of putting up to the employees the reputation of the company with the public. This is as it should be. The employees are the company so far as the public is concerned, because it is the employees with whom the telephone users come in contact.

Fairfax Hall Gives Christmas Party for 170 Children

(Picture on page 9.)

AN S. O. S. broadcasted by Santa Claus a month ago was picked up by the Fairfax Hall girls and they immediately got down to business. As a result, the afternoon of December 24 was given over entirely to the entertaining of 170 little children.

The fun started when autos drove up with their loads of little shining faces, some expectant, some timid. The children finally were gathered near the tree after watching a folk dance by four little tots and listening breathlessly to the fairy tale told by Miss Sadie Woods, when suddenly Santa Claus came down the chimney with bells ringing, and his pack on his back. The wild eyes of the boys and the eager look on the faces of the girls were worth all the work and trouble of Fairfax Hall.

Each girl received a doll, each boy a toy,—some trains, some foot balls, others scoot cars and guns, and many other toys too numerous to tell of here. After the excitement of having something their very own given by Santa Claus, the children were ushered to the finest dinner possible.

When the time came for parting the autos again took their little charges home, each hugging their gift together with a basket filled with candy, fruit, nuts, and a surprise toy to last them during the Christmas week.

Girls at Fairfax say that to Miss Elizabeth O'Brien, Santa Claus' chief deputy, belongs the credit of the idea and good hard work. Thanks and votes of appreciation were also given to persons in various departments who gave their time and autos to promote the success of the day.

WHAT IS WRONG IN THIS PICTURE?



ANSWER ON PAGE 25

OFFICIAL TELEGRAM

AMERICAN TELEPHONE AND TELEGRAPH COMPANY

W. R. Abbott, Illinois Bell Telephone Company,
Chicago, Ill.

As a New Year's greeting we congratulate you and the men and women of the Illinois Bell Telephone Company upon the record of the past twelve months, and wish you success and happiness for 1923. In common with the other associated companies of the Bell system, you have made fine progress towards our great objective, a better service extended to meet all public requirements. Each individual who has had a share in carrying forward the traditions of Bell service can take pride in our accomplishment. For myself and in behalf of my associates, I send appreciation and best wishes.

(Signed) H. B. THAYER.

Mr. Abbott replied as follows:

OFFICIAL TELEGRAM

H. B. Thayer,
American Telephone and Telegraph Co.,
195 Broadway, New York.

The good wishes and New Year's greetings in your telegram of yesterday are greatly appreciated by the employees and officers of the Illinois Bell Telephone Company. We congratulate you and your associates on the results achieved at the close of another progressive year of the Bell system. We appreciate the valuable advice and effective help given us which are reflected in the successful operations in Illinois during 1922, and extend to you and all members of the general staff our best wishes and express the hope that during 1923 we shall, by effective team work and public confidence, realize for that year the continued and increasing success for the Bell system.

(Signed) W. R. ABBOTT.

Digitized by Google

A GROUP OF PINK TICKET STORY CONTEST WINNERS



MISS RUTH PLAYTER
Collinsville, Illinois. Ninth Prize.



EDWARD L. SCHULTZ
River Forest Warehouse. Second Prize.



H. H. BALDWIN
South Chicago. Fourth Prize.



CHARLES H. TRETTIN
Lincoln Office, Chicago. Sixth Prize.



WARREN FIELD
Collection Department, Chicago. Eighth Prize.

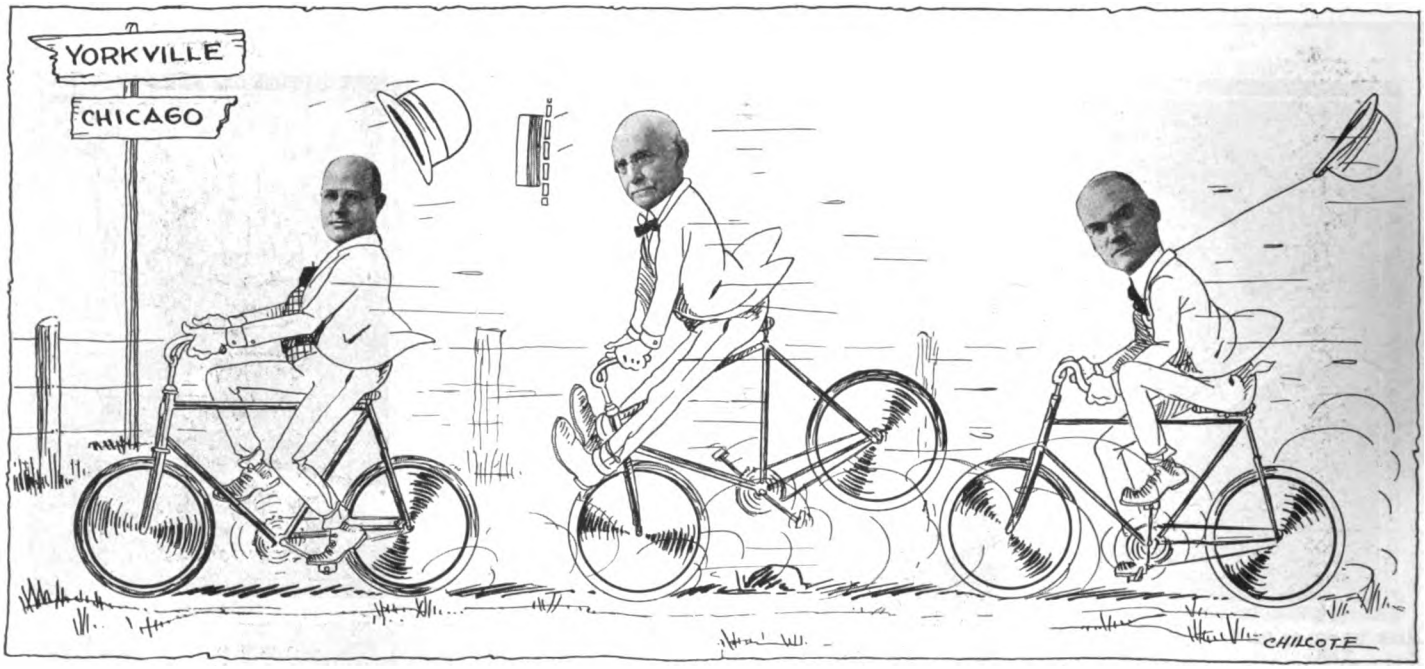


MISS HARRIET E. HUYLER
Personnel Division, Chicago. Tenth Prize.



MISS DAISY GRIFFIN
Commercial Department, Springfield, Illinois. Seventh Prize.

Digitized by Google



"This was in the late summer of 1898, and in response to his inquiry a short time later, 'three musketeers' from Chicago bore down on Yorkville each riding a 'safety' bicycle."

YORKVILLE—TRAIL BLAZER CITY

Started Its Telephone History When Three Bicyclists, Now Officials of the Illinois Company, Visited It at the Request of a Prominent Citizen

WHAT Ho! Yorkville, Illinois. All off. End of the trolley line from Aurora, twelve miles away. The Yorkville National Bank is right where one gets off the car and diagonally across "Main Street" is the telephone office, right next to Hotel Nading. Nor is this nearness accidental. The hotel was owned and managed by Mr. Nading for many years; in fact, until quite recently and Mr. Nading, the genial host, not only fell into the telephone business, but was pushed into it, by himself and circumstances.

How this happened is very interesting, particularly as it is typical of the greater story of the development of the telephone business as a whole, throughout the world.

A little talk with this same Justus Nading, manager of the Yorkville telephone business, whenever he happens to be in a reminiscent frame of mind, sets one back a quarter of a century in the history of telephone expansion and gives a tinge of romance and adventure to that which today appears on the surface just an ordinary affair of life (as if telephone business were ever ordinary).

Twenty-five years ago, Kendall County was on the "telephone frontier" in the onward march of the Bell organization. In 1898, the entire county had not a single telephone! By contrast, today Yorkville alone has 600 subscribers, and Mr. Nading says that there are but two "No instrument" farms in his district, which by way of percentages is closer than some people keep their cash account—one-third of one per cent.

Before 1900 in that neighborhood telephones had not arrived at the "indispensable" age; which may now seen strange to many of us unless we stop to think that the most natural question concerning an expense is, "What is the use?" Every farmer could have said and with reason too, "Why should I have a telephone? There's no one to talk to," which was both pertinent and true to a large extent, and would have so remained had it not been for a "break" in the line. It was like a log jam. If you could pull out the right log, the whole thing would break and run.

The hotel keeper was of a progressive turn and saw the need of a "long distance" telephone for the use of his guests—the traveling men. Accordingly, Justus drove (buggy, not flivver) to Aurora and hunted up the manager of the Aurora exchange, which at that time had 300 whole and complete telephones! The manager was Frank Work, who by the way is a trail blazer, and Frank told Mr. Nading that he would ask the superintendent about the chances of running a line to Yorkville.

You may bet that Justus painted a good picture of the advantages for he wanted Yorkville to be on the telephone map, and knew that it would mean progress and betterment of conditions in Yorkville.

This was in the late summer of 1898, and a short time later, in response to his inquiry, "three musketeers" from Chicago bore down on Yorkville, each riding a "safety" bicycle. "Racking their bikes" in front of the Yorkville Bank they went inside to see Mr. Norton, the president, to talk with him relative to running a long distance line into Yorkville.

Mr. Norton politely referred this "triumvirate" to Justus Nading, the hotel keeper, as the man who had been agitating this proposition for a telephone to Aurora. Accordingly these dusty musketeers (for there were no concrete roads) moved over to the hotel where they stowed away one of those chicken dinners which made Justus famous for many years, and when dinner was over, bill paid, etc., they questioned Justus as to the probable amount of use for a long-distance line in case one was put in. How many calls would be made, and like questions were piled on Justus and he; all enthused, assured these "hardboiled" business men that it would pay, and pay well, provided the instrument was put in his hotel.

This sounded good to be sure, but one of the triumvirate sprung a kind of "insurance clause" on Justus as a condition under which they would build a line from Aurora to Yorkville and it was like this. "If you will sell for us $400 worth of coupons to be used in long distance calls, we will build the line."

That was "pie" for Justus and he agreed to do it. You may bet that with the enthusiasm of Mr. Nading and the hope of getting a long distance "fone" in his hotel, the "bond issue" of $400 was soon subscribed, and, with it as an assurance, the work of building the line between Aurora and Yorkville was begun and

(Continued on page 6.)

—L

Digitized by Google

SCENES AND FACES IN YORKVILLE, ILLINOIS



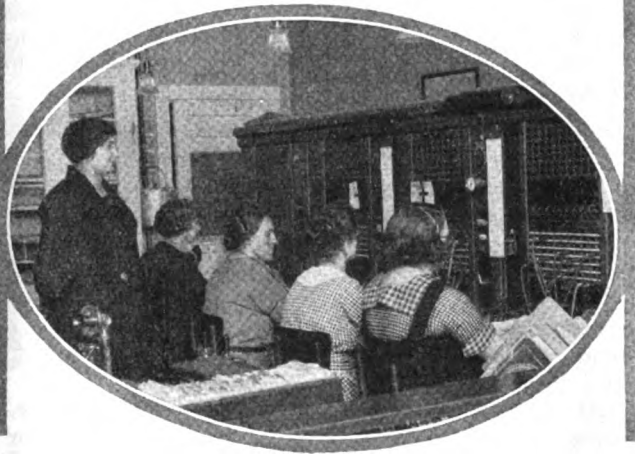
Yorkville National Bank.



Yorkville Exchange Building of the Illinois Bell Telephone Company.



Justus Wadiner, Commercial Manager of the Illinois Bell Telephone Company.



Operating Room of the Telephone Office at Yorkville.



Mildred Rose, Acting Chief Operator.



Main Street.



Kendall County Court House.

Digitized by Google



GROUP OF TELEPHONE MEN AND WOMEN OF YORKVILLE, ILL.
Left to right—Paul Schofield, Repairman; Susie Strickland, Operator; Rhoda Bieretz, Night Operator; Mrs. Marie Skinner, Operator; Gladys Hubbard, Operator; Mrs. Lena Britthauser, Operator; Reuben Ragen, Repairman.

Yorkville—Trail Blazer City

(Continued from page 4.)

soon finished. That it "paid," the present 600 telephones in Yorkville is a complete answer and Mr. Nading says that most of the poles are doing service today on the same right of way.

Meanwhile, it has been neglected to mention the names of the three "musketeers" who rode bicycles into Yorkville twenty-five years ago in the prologue of the telephone drama of Kendall County. They were W. R. Abbott, E. G. Drew and O. J. Holbrook. Mr. Norton is still president of the Yorkville Bank. Mr. Nading, while not now managing the Nading Hotel, is the owner of the building and commercial manager of the Yorkville exchange, and Frank Work while not now manager at Aurora, is still with the telephone company in the Engineering Department at Chicago.

Yorkville is the county seat of Kendall County, and is very prettily situated on the Fox River, making it a most beautiful spot, especially in the summer time.

The district is almost entirely devoted to farming and the allied industries, so that there is comparatively little manufacturing, though as a trading center Yorkville is a very busy town; and, as telephone people, we are proud to say that the telephone service has been here as everywhere a big factor in its development.

Having taken the pictures of the exchange, the girls, the repairmen, the manager, and just a few of the many interesting and picturesque spots, we signal the trolley and leave our town behind, with the most pleasant memories.

Should you ever have occasion to call Yorkville, just make your mind's eye visualize a charming village, once seen ever to be remembered. Scenes in and about Yorkville have been put on canvas by some of Chicago's noted artists and are now to be seen in the galleries.

Whiting Cut Over to Common Battery

WHITING, INDIANA, commonly known as the Standard Oil City, suspended local-battery telephone service at 8:40 p. m. Saturday, November 18, when District Manager O. A. Krinbill threw the switch that started service in a new common-battery office.

A new two-story brick building, designed and erected for a telephone plant, is located at the corner of One Hundreth and Nineteenth street, Atchison avenue and Indiana boulevard. On the second floor is located a modern switchboard, operators rest and lunch rooms, a commercial office for the public and the apparatus rooms for the storage battery plant, power plant, relays, test desk and frames.

The cable room is located in the basement. This new office serving over 1,100 Whiting subscribers was cut over without interference to subscribers' service or trouble of any kind.

The new eight-section, Type No. 1D switchboard, gives subscribers the benefit of common-battery service, similar to switchboards in Hammond, Gary, Chicago and other large cities.

Of the eight sections of switchboard, one section will be used exclusively for trunking out-of-town calls, assuring satisfactory toll and long-distance service. One section is especially equipped for the handling of "sick" lines, on which trouble is noticed by the operating forces, or reported by subscribers affording special facilities for the rapid clearing of trouble in time of storms, etc.

A new underground conduit and cable system has been installed. Two 1,200-pair local cables and one seventy-five quad toll cable, were carried underground out of the office and distributed by cutting "half taps" to cables in all sections of the city.

District Construction Supervisor H. S. Day, assisted by District Foreman George Van Steenberg and his construction crews, started placing the cables long in advance of the cut-over.

District Splicing Foreman H. J. Lewis, assisted by Foreman Hedrich and Splicers Batsel, Buck, Guerlich and Pennington, made cuts, half taps and splices to take care of the new office.

In commendation of their skill may be cited 2,424 good working wires obtained in a 1,200-pair cable.

The cables were all "half-tapped" to working lines in such a manner that only one cable of fifty pairs had to be spliced the night of the cut-over.

The switchboard was delivered last July, and was installed by the Western Electric Company, under Foreman William Naracongs' supervision.

Line and conductor assignments were ably handled by Chief Assignment Clerk Roy Gundy. District Plant Chief Frank Stewart supplied an able crew of station installers and repairmen to cut in condensers and resistance coils in advance of the cut-over.

Larry Bell (known as "the cut-over guy") represented Division Equipment Supervisor H. N. Taylor, in testing out and placing in service the new office.

Thoroughness in thousands of details made it possible to pass the word "cut" and in less than one minute the new office was working. Operators found nothing more to do in the old office and lamp signals began to light in the new office.

District Traffic Manager George B. Davenport, with the assistance of Miss Amelia Hoppe, chief operator, had given the operators several weeks of special training in handling the new equipment. They were ready and gave first class common-battery service.

Mr. Stewart took up the work of changing over 1,100 subscribers' sets to the common-battery type and returning the "ring down" sets to the Western Electric Company.

J. J. Schuman, testman, was directing the installation force the next morning. These station installers set to work wth speed and skill to make Whiting subscribers happy with new telephones, even though the "ring down" sets had been so arranged to give good service under common-battery conditions.

Digitized by Google

THE CAMERA'S EYE



1



2



3



4



5

6



7



(1) Miss Payser, distributing Christmas savings checks to girls at Fairfax Hall. (2) Miss Clara Kellock, Supervisor at Superior, who has just returned from California. (3) P. B. X girls visit Chicago Main. Left to right—Mrs. Julia I. Bliss, Chief Operator of S. W. Straus and Company, Chicago; Miss E. Rump, P. B. X. Instructor, Division No. 1; Miss Agnes M. Carroll, Chief Operator of S. W. Straus and Company, New York. (4) Shower at Prospect Office for Miss Dyer. (5) Miss Maud Henke, Night Chief Operator at Quincy, who called the fire department to the Mercantile Bank Building. (6) Decorations at Accident Prevention Party at Bell Forum. (7) Mock Wedding at Miss Dyer's shower at Prospect Office.

Digitized by Google

A NEW GAME

By Thomas B. Lambert

DO you play billiards? Can you remember your experiences in learning what you now know about the game? And can you remember those awful shots you made at first when the balls went in every direction except the way you intended; and when you made an accidental carom, "a scratch," how you assumed a serious expression, just as if you had intended to do it? Do you recollect that for a long time you seemed to be making no progress until suddenly, like awakening from a dream the balls, all at once, seemed to respond to the stroke of your cue and you became a billiard player.

That is just the way in which we learn everything, practice—practice, until thought and action become a correlated habit. Even the multiplication table came that way.

One question more—if you do not already play billiards, are you willing to admit that you cannot learn to play the game?

Your self-respect, pride or conceit, whatever you please to call it, rebels at such an admission. In this connection one is compelled to respect the idea even if he laughs at the story of the Irishman, who, on being asked if he could play the fiddle, said that he thought he could though he had never tried.

"Never tried" is responsible for ninety-nine per cent of the world's failures in every game—whether billiards or business.

The telephone industry is now starting a new "game" and you can play it, if you will but try. It is fascinating, and properly played it will bring you a good living; while if you stay in the telephone business and don't learn to play this new game you may be a wall-flower at the party.

The "new game" is Machine Switching, and in order to learn it, all that a telephone man needs is the desire and a little determination to practice.

Did you ever pick up a book on mathematics or electricity—say a "Steinmetz"—and look at the last chapter first? What a scare you probably had—you were perhaps so badly frightened by the formulae of the last chapter that you never essayed to read the first. Yet, had you read that book with a desire of absorbing it, one article at a time, reading and rereading each paragraph even if by simple rote, it would finally have become a part of your being—you would have known and now be able to use it to your advantage. This method was true of your billiards and is true of everything that you have learned or ever will learn.

The difficulty about learning anything is the same as the difficulty in winning a fight, except that you have no opponent except your other and perhaps your lazy self. To enter the fight with a fear of defeat is an assurance that you will be licked. You may have too much as well as too little confidence, but no telephone man with a trace of red blood will admit that he cannot learn the Machine Switching "game" and play it well. Perhaps he cannot play as well as others, but he can at least "win a rubber" now and then.

There is nothing mysterious about it, just simple mechanics of electricity. You know all of the fundamentals *now* and all you require for the new "game" is practice and a "book of rules."

It may be said that some things, like driving nails, cannot be learned from a book, but a little knowledge about the character and grain of various kinds of wood can be gleaned from books, and this information is essential to the carpenter, whether acquired from books or by the sadder and more expensive method of splitting and defacing boards. The telephone man already knows about batteries, coils, condensers, and the other common pieces of apparatus used in his business, and they do not act any differently in machine switching circuits than they did in the ordinary manual system.

Just as soon as the "old school" telephone man finds out how simple the Machine Switching game is, he is going to be ashamed of himself for having previously hesitated to learn the rules of the game. The cards are all the same—ace, king, queen, jack and the tenspot—nothing changed but the rules.

Now the question arises—"How shall I learn it?" The answer is a heretofore unpublished secret of "How to become a good circuit man." Some of our experts may object to this exposé of their secret of success—it is so simple.

If you will but take the trouble to follow the plan used by cartoonists in learning to draw character faces you may learn telephone circuits in every form and for every purpose, and that quickly. For example, the cartoonist starts by merely copying some good line drawing of a face, such as that of Washington—not one, not a hundred, but many thousand times, so that when he starts to make a profile of Washington his pencil will almost go alone. He could make a good picture of Washington if he fell asleep while working, or if the lights went out—he has done it so often. The cartoonist, taking pride in his art, goes on practicing incessantly until his work becomes automatically certain.

The circuits of the telephone art are but the faces and forms in the art of the cartoonist, and each is learned by constant repetition. The telephone man who would know circuits has but to follow the same plan—that of beginning with a simple fundamental circuit, drawing it again and again in its standard form, and then changing the arrangement slightly by the addition of other apparatus or branch circuits, repeating over and over until the circuit with its variations has become as fixed in his mind as the $2 \times 2 = 4$ of the multiplication table. To this is added other circuits, each being drawn and redrawn thousands of times without variation before making further additions until an actual effort will be required to draw it wrong.

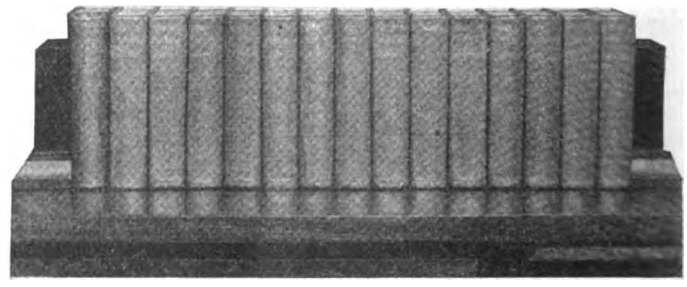
This method carefully and persistently followed will result in making a good circuit man in a surprisingly short time, and if you are too tired or preoccupied to give up your newspaper scandal in order to devote half an hour twice a day on the street car learning an "interesting and a profitable game," don't complain later on when you miss an invitation to sit in with those who play it.

You can learn the Machine Switching "game" easier than you learned billiards and with greater satisfaction and profit. Don't miss it! The "game" is being introduced and will be the fad next season.

Don't forget that there will be prizes well worth the effort to win.

Checker Expert Has Been Ill

IT is with regret we announce that A. J. Scott, president of the Bell Telephone Chess and Checker Club, was ill at home several days last month. Because of this we are unable to have the checker news in this issue. Solutions of problems given in the December BELL TELEPHONE NEWS and new problems will be printed in February.



"CIRCUITS OF VICTORY" AND "IN ONE MAN'S LIFE"

"Circuits of Victory," by A. Lincoln Lavine, is a story of the part the telephone played in the World War. "In One Man's Life" is a biography of Theodore E. Vail. Illinois Bell employees who want to read these books may borrow them by addressing H. W. Bang, Room 1802, 212 West Washington street, Chicago, or telephoning Mr. Bang, OFFicial 9300, Extension 24.

—L

Digitized by Google

DECATUR Plant and Commercial employees who went on a rabbit hunt on Thanksgiving day. The story is as follows: They were divided into teams. There were twenty-six hunters in all and the party killed fifty-nine rabbits. The team captained by Harry Smith was high and of course got all the glory. According to previous arrangements the team that was second with the number of rabbits killed had to dress them and get them ready for cooking, while the team that was low had to assist at the dinner as waiters and wash and put away the dishes afterwards. The rabbits were all dressed and were baked in the company's cafeteria by Arthur Slaughter, and a big spread was had in the rest room adjoining. There were thirty-nine at the dinner, and those who attended and had not joined in the hunt paid for the extras that were served. This hunt proved so successful that plans are already being made for one at a later date. After the dinner was over the men all enjoyed the balance of the evening playing cards and smoking the good cigars that were furnished by the losers.



Below: Dolls given to orphan children at Fairfax Hall party December 24. A story of the party is told on page 2.

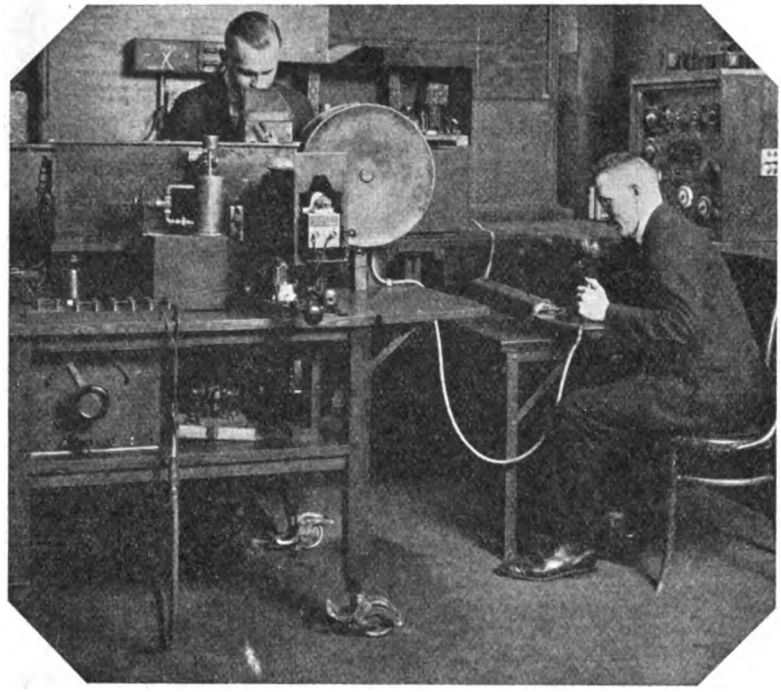


Digitized by Google

MAKING PICTURES OF NOISE

A. T. & T. and Western Electric Engineers Take Photographs of Human Voice, Street Sounds and Musical Tones in Making Transmission Experiments

TAKING a picture of a noise may sound about as reasonable as picking up a handful of shadow. It can be done, however, and is being done, at the A. T. and T. Company's laboratories at 24 Walker street, New York, and at the Western Electric Company's New York experimental work shop on West street. The work is carried on for the purpose of improving the transmission of the human voice by telephone, especially over long distances. The machine that takes the photograph is called an oscillograph.



IN A NOISE-PHOTOGRAPHY STUDIO

C. J. Beck (left) and C. F. Sacia snapshotting speech at the Western Electric Company's West street laboratory, New York City. This particular oscillograph has several especially designed improvements, including a timing device controlled by a trigger in the experimenter's hand.

All of us recognize that our business is different from any other industry. We do not sell any tangible commodity, as stores do. We do not transport a person's property from place to place, as is the case with railroads, steamship lines and express companies. Our work consists in enabling our patrons to exchange ideas by carrying their speech. The more clearly we can carry the tones of their voices, so much better can they exchange ideas. And in order to improve the quality of the transmission, the Bell System is constantly making tests and trying out new methods.

To understand how this particular testing is done, it is necessary to know how sound is photographed. Without diving into a technical explanation, the method is briefly this: The electrical current carrying the voice, or some other sound, is sent through two very fine wires, to which is fastened, between the wires, a minute piece of looking-glass. An arc light is focussed on the mirror so that the reflected beam is thrown on a strip of photographic film that is wound on a drum. As the drum revolves, the light beam appears as a long, regular white streak on the film.

These fine wires pass through a magnetic field, and when the sound-frequency current passes over the wires it pushes them back and forth. This makes the looking glass wiggle, which in turn causes the beam of light to move back and forth across the film, and photograph as a jaggered line instead of a straight one.

Other sounds besides voice tones are photographed by the oscillograph. Oscillograms have been made of street noises, as an example. A transmitter of the type used by President Harding at the Armistice Day celebration was set up in an open window of the Western Electric Company's experimental work shop. This was connected up to a vacuum tube amplifier of several stages, which enabled it to operate a specially designed oscillograph.

When all was ready, the observer at the window waited until a steel-tired dray was about to rattle by, and called through his telephone line, "Shoot." Upstairs the operator started the apparatus and as the sound waves struck the transmitter they were recorded on the film.

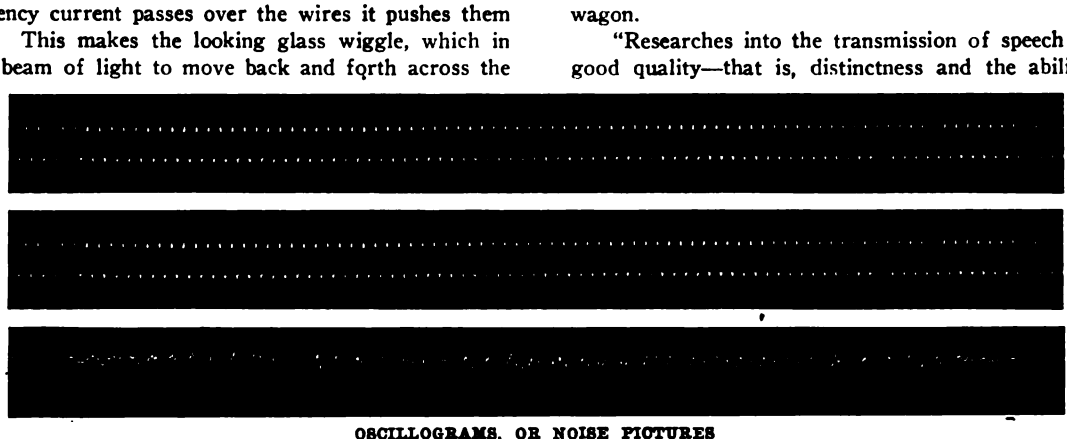
A record was made of the observer's voice, and when the next truck was passed its noise was mingled with the word "Four-score." Then a record of a pure musical tone at about an octave above middle C was taken—500 cycles, to be exact—as a record of the speed of the film.

When the records were ready to be shown the Western Electric Company's engineers commented on them thus:

"The regularity of the musical sound is an invariable sign of a tone that is pleasant to listen to. Regularity is seen also in the voice record, but of course, not to the same degree, as there are many tones present in speech. But in the noise record there is no regularity whatever, which means that your ear is assailed by irregular blows. These are just as unpleasant to it as the rough jolting of a farm cart in comparison to the smooth swaying of a fine automobile.

"As to the intensity of the two sounds, it must be remembered that the noises were produced at from fifteen to twenty feet from the transmitter, while the voice spoke directly into the transmitter. If someone spoke directly into your ear, you would find it unpleasantly loud, almost as loud as a passing wagon.

"Researches into the transmission of speech have shown that good quality—that is, distinctness and the ability to distinguish one voice from another — requires that all the fine vibrations be transmitted as well as the heavier ones. In the speech record you will see that the fine swings occur equally up and down. But when noise is



OSCILLOGRAMS, OR NOISE PICTURES

The upper one shows timing waves of 500 cycles. In the middle one you see street noises and voice at the same time followed by a period when the voice is silent and then there is the combination again. At the bottom is a photograph of the human voice alone.

Digitized by Google

added, many of these swings are obliterated. This means that the speech sounds have become blurred. In your ear the speech sounds will also be blurred, because your ear is also overloaded by the loud noises, and so any further sounds produce merely a rattle in the ear instead of a recognizable sound.

"Since it is upon these finer sound waves that we depend to understand many words when they come in indistinctly we make a mental effort to recognize so much of them as we can hear and to guess the others. This effort is one of the principal causes of nerve strain."

Opening the Telephone Door with a Smile

By Miss Ethlyn Rump, P. B. X. Instructor.

THE contents of a letter from Mrs. Julia Bliss of S. W. Straus & Company, (printed on page 13 of this issue) has us all puffed up with pride and as a means of reciprocation, we wish to state the service as rendered by the operators of S. W. Straus & Company is an unusually bright and shining light in the Chicago business world. A large part of the success of that company should be attributed to the gracious, courteous manner in which the telephone door to its business is opened by its operators.

From our standpoint it is a pleasure to help them straighten out the difficulties which necessarily arise with the volume of traffic flowing to and from this private branch exchange, especially as these operators fully understand our operations and more than meet us half way in our attempts.

When the methods of handling clients on this P. B. X. is such as to cause the proprietors in the New York office to send their chief operator, Miss Carroll, here to study them, we feel that they are of vital interest to our readers and so we are printing them in full.

In connection with the following phrases, it might be well to say that they are used in the regular routine work and, in spite of the fact that these P. B. X. operators are so busy that a larger switchboard has been recommended and will shortly be installed, the tone of voice and the inflection of speech are such that the calling party feels their effect and realizes that they are in no sense automatically used. The caller feels that he is welcomed, not to a heartless business concern, but to a hospitable home.

Until 10 a. m. all incoming calls are answered with the phrase, "Good morning, this is S. W. Straus & Company." On incoming calls if the terminal is busy the calling party is told, "The line is busy, will you wait, please?" or "The line is busy, would you mind waiting?" If "Yes" is the answer the operator says, "Thank you!"

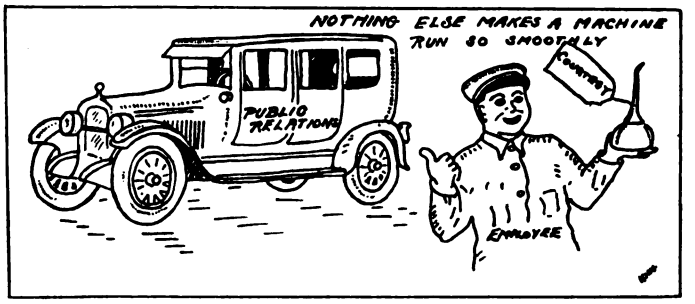
During the wait the connection is frequently supervised with the phrase, "Still busy, one moment, please?" If the calling party does not wish to wait the phrase, "I am sorry the line is still busy, could I call you?" is used. If the reply is in the affirmative the message is taken and operator concludes conversation with phrase, "Thank you for holding the wire, I will have Mr. ———— call you just as soon as his line is free." If it is necessary to page the called party this phrase is used, "Mr. ———— is not in his office just now, will you please hold the wire while I try to locate him?" If he is located the connection is completed with "I have located Mr. ————, thank you for waiting."

On transfer calls where calling party does not know definitely to whom he wishes to speak, this phrase is used, "I am sorry to have to transfer your call so often, but hope you will now receive the required information."

On trouble, irrespective of where it occurs, "I am sorry you experienced trouble. I have Mr. ———— for you now," and when the connection is completed, "There you are."

If the calling party asks for employee by title, the phrase used is, "Mr. ———— is (title). I will connect you."

On completion, "There you are." On cut-offs on intercommunicating calls an apology is made as follows: "I am sorry the connection has been broken."



"Concerning Courtesy—"

THE possession in marked degree of any worthy faculty should always be an incentive to develop that faculty. This company considers that its employees possess the faculty of being courteous to the public to more than the average degree. To those who cultivate and exercise this faculty the company extends its congratulations and its thanks to those who may not have fully appreciated its importance, thoughtful consideration of the following is suggested:

First: The principle that underlies courteous treatment of others is simply that of doing unto others as you would they should do unto you.

Second: In a highly complex and technical business, such as that of the telephone company, there are many things that you, with your training and daily experience, understand with perfect familiarity, but which the public does not understand, therefore do not assume that the public should comprehend them without asking questions, but when they do make inquiry of you give them the courtesy of a reply as full and clear as you can make it, and without any suggestion of superiority born of a greater knowledge.

Third: Words are only *one* means of expression, and *manner* is quite as important, therefore remember that a kindly and gracious manner is not only the sign and mark of a self-respecting man, but it is to your words what oil is to machinery in making them move effectively to their purpose.

Fourth: True courtesy is no respecter of persons. It remembers that a "man's a man for a' that," and gives civil word and helping hand quite as readily to the ill-clad stranger as to an official of the company.

Fifth: Courtesy is not only something the public has a right to expect of you, but *it pays.*

It pays in the friends it makes you personally, and as a representative of the company.

It pays in minimizing the friction of your life, as well as that between the company and its patrons.

It pays in raising your standing with the company.

It pays in the personal satisfaction resulting from having done the right and kindly thing by your "neighbor."

It is the wish of the management of this company that all its representatives, whose work brings them into contact with the public, may appreciate and fully measure up to their duty and privilege in this respect.

Compiled by Albert L. Shaw from a message to the Lackawanna Railroad employees and used as a part of a circular letter written by A. R. Bone, October 28, 1909.

Plane So Big It Has Telephone System

THE Marling bomber, said to be the largest land plane in the world, now being assembled at Wright Field, Dayton, Ohio, will have a telephone system connecting different parts of the plane.

This is made necessary because the fuselage of the ship, a triplane, is sixty-five feet long and there will be six motors, making it essential that the pilots be in touch with each other at all times. The plane will weigh 10,800 pounds and have a wing spread of 120 feet.

There is no substitute for fresh air.

Digitized by Google

SNAPSHOTS OF THE MONTH IN CHICAGO



Miss Katherine Paule, Operator at State (left), and Miss Helen Burke, Operator at Franklin, on duty in the Bell building lobby receiving donations for hundreds of Christmas baskets which were distributed by our girls at Christmas time.
Above, at the right—Robert Lanestrem, Senior Vice Commander, Bell Post, American Legion.



Paul M. Kenny, recently elected Commander of Bell Post No. 242, American Legion.



G. C. Leekley, District Traffic Manager at Oak Park, who was married on Thanksgiving Day. He was presented with a Mad... set and percolator, also sugar and creamer by employees of the Oak Park District.

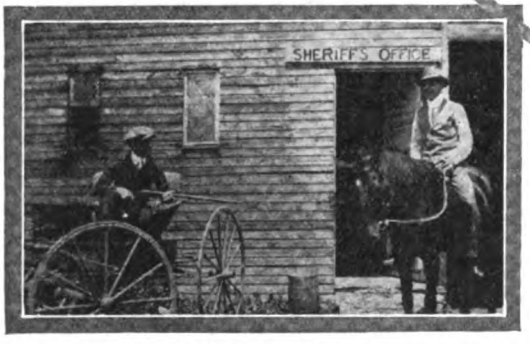




James R. Pursell, elected Junior Vice Commander, Bell Post, American Legion.



Fred Norwood, re-elected Sergeant-at-arms of Bell Post, American Legion.



Peter Semb (on the horse) and Thomas Kingswood, of the Chicago Commercial Department in the great Northwest (side).



Cottage of A. W. Anderson, of Chicago Commercial Department, in the Sand Dunes of Northern Indiana.



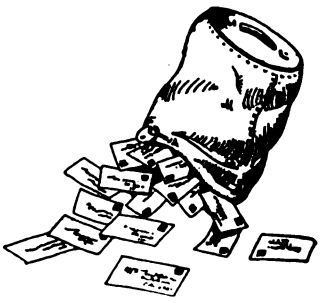
Jim Russell (left) and Bill Worthen, of the Chicago Commercial Department, at the Sand Dunes in Northern Indiana.

—L

Digitized by Google



IN THE MAIL BAG THIS MONTH



Letters from Many Subscribers Commend Service

FROM an unknown writer living in Elgin, comes the following letter addressed to J. H. Conrath, commercial manager in that city. The writer, who signs himself, "An Old Subscriber," says:

I have just hung up my receiver after bothering central for several minutes to complete a call that did not answer, and am thinking of the old saying, "Honor to whom honor is due," and so wish to express my true appreciation of the perfect politeness, cheerful accommodation and courtesy that your operators manifest at all times. Of course I understand it is obligatory upon them to render efficient service and they not only do that but seem to endeavor to freely mingle the "milk of human kindness" with the service. Although I am an old "bach," yet I wish to say that such an attitude as your operators invariably assume, cannot help but cause anyone to form a higher ideal and honor for the fair sex than as if they received cold, mechanical service when the operator is called.

F. E. M. Cole of Wilmette, writes the following to Austin Seguin, district traffic manager:

On Monday morning of this week my wife met with a serious accident, running her left hand through the electric wringer.

She was able to get to the telephone, there being no one in the house, and called the Wilmette operators and told them she had been injured and asked them to get a physician to her as soon as possible; also gave her the number of two or three of her neighbors and within ten or fifteen minutes, through the work done by your efficient operators, a physician was on hand, also a neighbor.

I want you, as superintendent, to know that such service as this is greatly appreciated. We have told the operators personally that we were very grateful to them but I want this information to get beyond them, so I am giving it to you.

If the public only realized the wonderful service rendered by the telephone company in emergency cases, I am sure there would be much less criticism than I know you have to contend with now.

The call referred to was received by Mrs. Mayme Logerholm, a supervisor, and was referred by her to Mrs. Florence Siegel, chief operator, who handled the request personally.

From C. H. Morse, Jr., comes the following letter:

I want to express my appreciation of the very courteous treatment and the satisfactory intelligent service given me the night of December 3, by one of your operators, Miss Catherine Rapp, No. 546, when I was having considerable difficulty in getting a party and carrying on a conversation over the long distance telephone with Poughkeepsie, N. Y.

Miss Rapp was of great assistance in getting my call through at that time and it being a very important one I was most appreciative, and want to so express myself to you.

H. F. Millikan, sales manager for George M. Clark and Company, Chicago, writes:

We wish to take this opportunity of expressing our appreciation of the exceptionally fine service rendered our company yesterday and today by your long distance operator No. 417, in trying to make connections for us at Lafayette, Indiana.

No trouble was spared in endeavoring to locate our party, and reports were made at frequent intervals, which were both courteous and pleasant.

The operator referred to is Miss Lillian Gorsuch.

T. Joseph Sullivan, secretary of the Whiting Commercial Club, has written to A. R. Bone, general commercial superintendent, as follows:

At the regular meeting of The Whiting Commercial Club, Thursday evening, November 23, a committee consisting of Mr. George W. Grindle, Mr. Charles D. Gainer and myself was appointed to communicate to your company an expression of appreciation of the service rendered by your operators in the Whiting office during the time that we have been without the common battery service or direct long distance communication with Chicago. The Club feels that the efforts of the operators to render efficient service under the circumstances were highly commendable.

I am instructed also to acknowledge on behalf of the Club your prompt action following the appeal of the Club to you at the October meeting in the installation of direct connection by long distance with Chicago.

From Katherine C. Mulcahy, 3514 West Van Buren Street, Chicago, comes the following letter:

I want to specially recommend operator No. 9254, night force, Kedzie Exchange, for being so courteous and pleasant on an occasion I had to trouble her so much, November 12th at 1 a. m.

I certainly found her an angel of mercy during my experience that morning. I only wish the company was blest with many such girls—there would not be many complaints. Please thank her for me and I congratulate you on keeping such a cheerful girl.

The operator referred to in this letter is Miss Frances Ernst.

Julia I. Bliss, P. B. X. chief operator for S. W. Straus and Company of Chicago, has written to J. H. Stearns as follows:

I wish to take this opportunity of thanking you for the many courtesies extended at the time of the visit of Miss Agnes Carroll, chief operator at our New York office. Miss Carroll came out here primarily to find out just how our switchboard was handled, after having heard of the service we attempt to give, and I am quite sure her visit here and the information she received while at the offices of the telephone company will prove very beneficial to her.

You know we pride ourselves on our service as a private switchboard, but this is only made possible by the very excellent service and close coöperation we received through the telephone company and the individuals who are kind enough to look after our interests.

I would like to make a special mention of the benefits we have derived from the suggestions and assistance given to us by Miss Rump, P. B. X. instructor.

In complimenting an operator for quick service, E. J. Farnam, Assistant Secretary of the Associated Credit Bureau, Chicago Chamber of Commerce, says:

Believing in bestowing commendations when due, as well as criticism when merited, I want to take this opportunity to bring to your attention a particular piece of intelligence and courtesy, brain work and service on the part of your operator 2866.

On the 20th inst., the writer called for Private Exchange 1, and was given the busy signal. While waiting another opportunity to call this number, I called for La Grange 88, which was also busy, then decided to call Private Exchange 1, again, and upon taking the receiver off the hook and before I could ask for Private Exchange 1, the young lady had gotten it in the mean time and was able to give me my party at once, without any further delay. Then upon lifting my receiver for the La Grange number, found your operator waiting with it for me.

It was all done so pleasantly, so courteously and so efficiently that I cannot help but speak of this exceptional piece of service rendered by the operator mentioned.

The operator referred to is Miss Rose Horwitz of Franklin Office.

H. J. Myers, district manager of The Victor Rubber Company, expresses his appreciation of good long distance service as follows:

Permit me to offer my appreciation of the splendid service of one of your long distance supervisors, who went to considerable trouble between the hours of 11 and 1 this date (December 1) to locate a concern by the name of the Batavia Auto Supply in Batavia, Illinois.

Your long distance operator failing to get this concern, the supervisor called the City Hall and also located a tele-

Digitized by Google

phone in the vicinity of the party that I was trying to get, getting some very valuable information for me.

My work requires the use of long distance, a great deal, but at no time have I ever been privileged to receive such attentive service as was given this morning by your company.

Mrs. Anna Guild, Chicago Toll, is the supervisor referred to in the letter.

K. C. Mulcahy of 3514 West Van Buren street, Chicago, writes as follows:

"Will you kindly hand this enclosed $2 to operator No. 9254 for the service and courtesies rendered on a night when I and my whole family needed service? I cannot express my gratitude for that operator. She was so helpful to us on our calls. If there is anything to be remembered it is kindness in grief and that girl was surely kind.

"Wishing her and you much happiness, I remain."

Mrs. Frances Ernst, working on the night force at Kedzie office, is the operator referred to in the above letter.

"I Am Your Telephone Operator"

B-R-R-R!

The wind was howling.

"Any cars running, Cap?" asked Billings of the copper on the corner.

"Not a wheel turning. Guess you'll have to go down afoot this morning."

"Well, I'll try it." And Billings started down the street.

The wind was in his face. It was bitter cold, and the swirling snow seemed to attack him angrily.

Half way down the block he fell in beside a youngster headed in the same direction.

"Pretty tough going," he volunteered.

"Yep," she replied.

They trudged along together.

"Say, this is fierce," he said, with his head buried in his overcoat.

"Not so good. But it might be worse," she smiled back at him.

Another hundred yards or so they fought the gale.

Then Billings stopped her.

"Say, sister, this is no day for you to be out. My office will be practically closed and so will yours. There's no need of our going through any more of this."

"Oh, I can make it all right."

Again they started.

But the drifting snow and the wintry blasts made progress difficult.

"Now, look here, sister," said Billings, taking her by the arm, "what's the use? I'm going back. I can do my business by telephone, and so can you."

She smiled at him.

"Nope," she said, "I'm on my way. I'm your telephone operator."

Helpful Advice

"DOCTOR, can you give me a little advice over the telephone? I can't sleep."

"Got a radio set?"

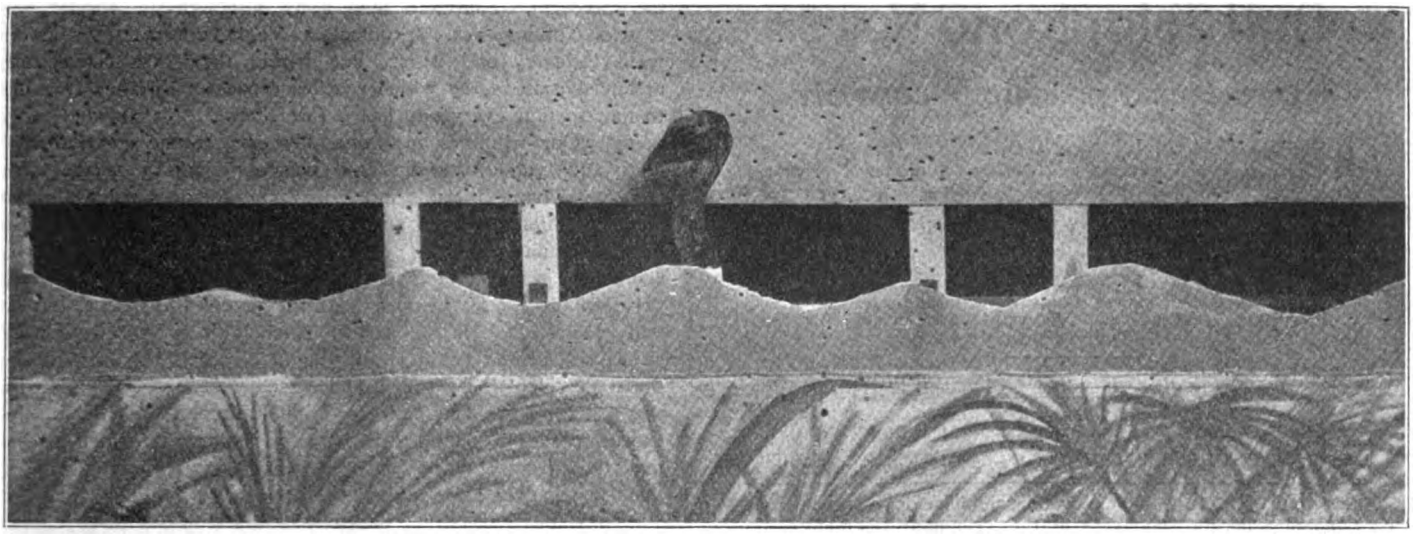
"Of course."

"See if you can't pick up a bedtime story."—*Louisville Courier-Journal.*



MOCK WEDDING AT DECATUR

Digitized by Google



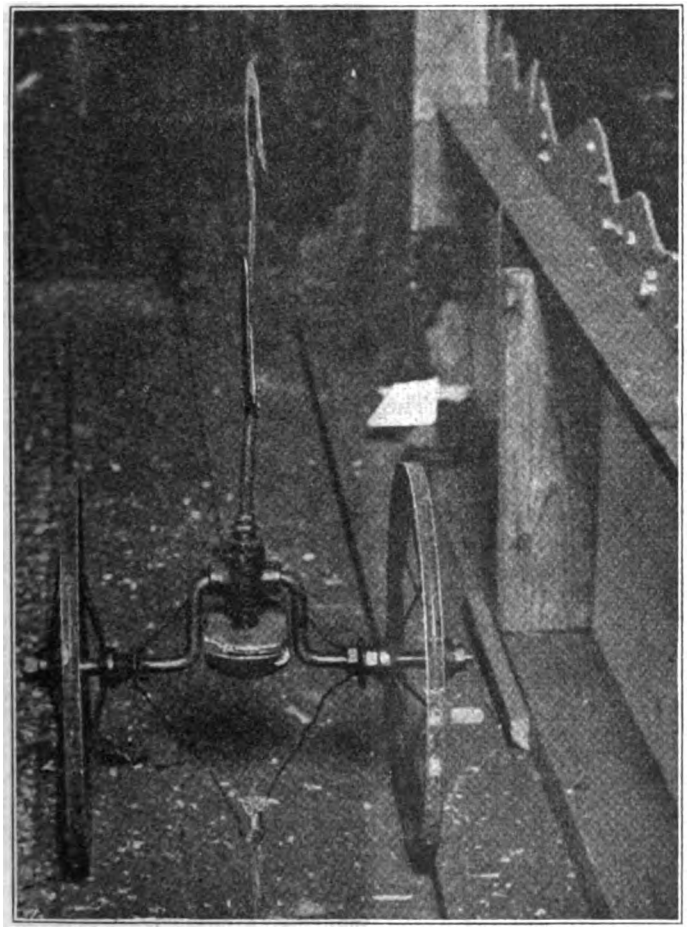
"LIVE TURKEY" TARGET FOR SHOOT OF THE BELL TELEPHONE ROD AND GUN CLUB IN CHICAGO

The speckled appearance of the framework before and behind the head shows that more misses than hits were scored.

Novel Target Designed by Telephone Men

WHEN the Bell Telephone Rod and Gun Club put on a live turkey shoot it fell to the lot of C. H. Kehnroth and William Baxter to devise a "live turkey" that would meet the approval of the Humane Society and the requirements of various Chicago ordinances. Yet the bird had to have action enough to dodge bullets.

Messrs. Kehnroth and Baxter had drawn a hundred or more rough designs without results, when someone tried to "give them the bird" by suggesting they use a baby carriage. The intended joke proved to be the best suggestion.



SHOWING HOW THE "LIVE TURKEY" TARGET WAS OPERATED

The picture shows how the bobbing-up-and-down motion of the "turkey's" head was achieved.

The wheels of a carriage were used, the axle being bent in the center and an oscillating arm attached and weighted at the bottom. A clip was fastened to the top of the arm. Turkey heads cut from cardboard were placed in the clip, a new one being inserted for each entrant. An operator back of the rifleman moved the target back and forth with ropes, tracks keeping the wheels in place.

The aid of Albert Pikas was sought and he, with Mr. Kehnroth and Mr. Baxter, completed the design and construction.

To carry out the idea of a turkey in flight a scenic setting twenty-four inches wide by twenty-two feet long was done in water colors, thanks to Fred Haffsteter.

The success of the target can be seen from the results, as only 67 of the 350 entrants in the shoot were able to hit it.

Commends Quincy Operators for Service at Fire

(Picture on page 7.)

PERMANENT signals appearing before Mrs. Eleanor Kreager on the board at Quincy a few minutes before midnight of November 10 were called to the attention of Miss Maud Henke, night chief operator. Realizing that something was wrong, Miss Henke called the police headquarters. As a result of this action a fire in the Mercantile Bank building was checked with a comparatively small loss.

Miss Henke's call to the police was the first warning that something was wrong at the bank building. A motorcycle policeman sent to investigate found smoke coming from windows. He notified the fire department and four companies were called out.

A letter written to J. E. Halligan, manager at Quincy, by John H. Sieckmann, cashier of the Mercantile Trust & Savings Bank, stated:

"Not until several days after our recent fire did we learn of the excellent service rendered by one of your night operators. The young lady's prompt action in notifying the Police Department immediately on discovery that there was trouble in the circuit serving our building was, no doubt, largely responsible for checking the fire before it had made greater headway.

"We feel that service of this kind deserves special recognition and we again wish to express our appreciation and convey our sincere thanks."

Do right and fear no man. Do not write and fear no woman.

Digitized by Google

Bell Telephone News

Published Monthly by
ILLINOIS BELL TELEPHONE COMPANY

B. E. SUNNY, *Chairman, Board of Directors*
W. R. ABBOTT, *President*
F. O. HALE, *Vice President and General Manager*
B. S. GARVEY, *Vice President*
E. G. DREW, *Secretary*
W. J. BOYD, *Treasurer*
U. F. CLEVELAND, *General Auditor*
W. D. BANGS, *General Counsel*
J. L. SPELLMAN, *Publicity Manager*
A. R. BONE, *General Commercial Superintendent*
FRANK REDMUND, *General Plant Superintendent*
S. J. LARNED, *General Traffic Superintendent*
G. W. MCRAE, *Chief Engineer*

Issued by the Publicity Department.

AMORY T. IRWIN, Editor
EVERETT E. FRIGANZA, Assistant Editor

BELL TELEPHONE BUILDING - - - CHICAGO, ILLINOIS

SUBSCRIPTION PRICE—Two Dollars a Year in advance, to all persons except employees of the Telephone Company.

Telephone Stock Owners Increase 3,000 Per Cent

THE increase in the number of stockholders of the American Telephone and Telegraph Company, the parent company of the Bell Telephone System, from less than 10,000 in 1900 to nearly 250,000 at the close of 1922, represents in round numbers a growth of 3,000 per cent; in other words, for each stockholder in 1900 there are now thirty stockholders. The women stockholders outnumber the men stockholders. A relatively small number of stockholders represent estates, trustees, etc.

Practically every stockholder is a telephone subscriber. The number of stockholders has been increasing at a more rapid rate than the telephones owned by the Bell System, and the day may come when every telephone subscriber will be a part owner of the public utility upon which he depends for so many benefits and conveniences in his daily business and social life.

The Little Enemies of Man

EARLY in the history of the human race man learned how to conquer the mastodon. He has yet to learn how to master the microbe. Whales and elephants are now almost extinct, but mice and flies still increase and multiply, and the bacteria, smallest and most dangerous of all, find new ways of attacking us. It is only within the last few years that man has learned which his greatest enemies are, and he has not yet found weapons against them. The explorer in tropical jungles used to fear the lions, tigers and pythons; now he protects himself most carefully against the mosquitoes and tsetse. Mars has afflicted the human race less than Beelzebub.

Although we theoretically accept the conclusion of science that a man's foes are those of his own household, we are not yet aroused to the necessity of waging war in earnest against them. We have a secretary of navy and we give him millions for defense, but we have no secretary of sanitation, though that is a more necessary office. It is quite improbable that any American will be killed by an invading army this year, but our land is invaded by millions of mosquitoes and flies armed with deadly weapons and certain to slaughter thousands. Years of study and experimentation will be necessary before we learn how to fight our insect foes, but already enough has been done to show what can be accomplished if we go about it in the right way. Many of the sanitary measures of the past we now know to be crude, clumsy and misdirected, yet they are fixed in the popular mind and remain on our statute books. People still talk about the dangers of miasma and sewer gas, and think a deodorizer is a disinfectant.

We are far from acting up to our lights. The housewife wages war against vermin, but she does not realize that they are more dangerous than trolley cars. She gets more excited at the discovery of a moth than a fly, although the former only attacks clothing, not its contents. We have drain pipes in our walls to carry off disease, but beside them are conveniently arranged passages by which roaches can carry diseases from flat to flat, so that everybody has a fair chance to catch whatever is going. Our windows are hospitably open to the malarial mosquito and typhoid-bearing fly. Over our clothing on the street cars crawl unmentionable insects carrying unmentionable diseases. In the fashionable hotel and restaurant the napery and porcelain are immaculate and the waiters are scrupulous; what goes on behind the screen and in the market is another story. We have got past the days when we kept the pig in the parlor, but we still keep the dog in the parlor, which is quite as bad. On the street we see the pet dog gnawing a decaying bone and nosing the foulest spot to be found, and a moment later he is cuddled in the arms of his fair and fastidious mistress and licking her cheek. We have yet to realize that it is the dogs which are not mad that are the more dangerous. They injure more people by their kisses than their bites.

In primitive days man had to associate with the lower animals. He needed dogs and horses and he very properly made friends of them. He is now learning how to do without them, and he should, like a snob who has risen in the world, exclude them from his circle of intimates. The house is not intended for a zoological garden. Insects and animals may be our worst enemies.—Dr. Edwin E. Slossin of Science Service in *The Scientific Monthly*.

Machine Switching in New York City

"PEN nsylvania," New York City's first machine switching telephone central office is in operation. The cut-over was made at midnight, Saturday, October 14.

On Monday, October 16, the first business day for the new apparatus. PEN nsylvania handled 111,976 calls, and on Tuesday, 122,601, proving that the machine switching apparatus can carry considerably more than the normal traffic load.

PEN sylvania serves the section of New York City in which are located some of the largest hotels and business houses. Among them are the Pennsylvania, McAlpin, Martinique and Waldorf-Astoria; Gimbel Brothers Department Store and the Pennsylvania Railroad Terminal. The first call was made by President H. F. Thurber of the New York Telephone Company to W. S. Gifford, vice president of the American Telephone and Telegraph Company.

The cut-over involved 1,741 lines and 8,853 stations. Of these, 1,088 were on individual lines, and 7,765 were served through P. B. X. boards.

The Bridge Builder

An old man, traveling a lone highway,
Came at the evening, cold and gray,
To a chasm vast and deep and wide.
The old man crossed in the twilight dim,
The sullen stream had no fear for him;
But he turned when safe on the other side
And built a bridge to span the tide.
"Old man," said a fellow pilgrim near,
"You are wasting your strength with building here;
Your journey will end with the ending day,
You never again will pass this way;
You've crossed the chasm deep and wide;
Why build you this bridge at eventide?"
The builder lifted his old gray head—
"Good friend, in the path I have come," he said,
"There followeth after me today
A youth whose feet must pass this way.
This chasm that has been as naught to me
To that fair-haired youth may a pitfall be;
He too must cross in the twilight dim—
Good friend, I am building this bridge for him!"

Digitized by Google

PEOPLE WHO HELP MAKE THE BELL TELEPHONE NEWS

"A correspondent is without honor save in his own department," is the way a well known proverb might run if spoken about BELL TELEPHONE NWES *correspondents and regular contributors.* THE BELL TELEPHONE NEWS *is the employees' paper, it tells the news of employees' activities and these stories are gathered by our fellow employees, correspondents who are little known outside of their own department, at least as such. The editors of a magazine of this kind may be compared to millers. Wheat is brought to us and we grind it into flour. If no wheat is brought in no flour is the result. It is the contributors, regular and irregular, who bring us the material with which to make the* BELL TELEPHONE NEWS. *Not only do they furnish news items and pictures but numerous suggestions as to news stories and pictures and many other things. News stories are seldom if ever signed and it is to give credit to these contributors that a series of articles, "Psople Who Help Make the* BELL TELEPHONE NEWS," *of which the following is the first, is to be written.*

"WHY do I write for the BELL TELEPHONE NEWS?" querried Tom Lambert, when asked the question. "I don't; I contribute articles which I hope will get by the editorial waste basket and not be too badly changed or cut by the editorial black pencil (not blue, you see I know you)." "Tom," as they know him in the telephone company, or "Skinney," as he is called even to this day in the City Hall (reminiscent of days in the last century when he was a city electrician and weighed 125 pounds) is a telephone man from 'way back. Dates don't mean much to him, he says, but somewhere a good bit over a quarter of a century ago he landed a job with the Erie Telephone and Telegraph Company at Cleveland. Later this company transferred him to St. Paul.



THOMAS B. LAMBERT

Before that time when a pair of spurs slung over your back was a pass on any railroad in the country, he was a telegraph operator and traveled a bit.

Since coming down to Chicago from the wilds of Minnesota he has tried his hand at about every line of human endeavor except possibly medicine and the ministry. We had talked to him before, so we asked him, "What game haven't you been in at some time or another?" and it was impossible for him to give an answer. Phonographs, radio, motion pictures and their allied arts are but a few of the many things which have claimed him singly or at times collectively.

The philosopher of the eighteenth floor has been with the Illinois Bell since early in the century. He has been a repairman, was in charge of the light and power department then with the engineering department as assistant engineer, which title he still holds though since 1920 he has been in Homer Bang's office. In 1904 he was on leave of absence and was superintendent of wiring at the Louisiana Purchase Exposition in St. Louis.

His contributions to the BELL TELEPHONE NEWS have been varied and numerous. Most of the stories of Illinois towns have been his. The "Trail Blazers" are all from his pen. Besides these many special articles, solicted and unsolicted, have come to us from him. Unlike many people who do not get all of their "stuff" published, he thinks the editor is a pretty decent sort of chap.

Some of his articles which we have printed are "The Engineering of Buildings for Telephone Service," "The Human Camera—By Comparison," "Handling a Move Order Every Ten Seconds," and "An Autobiography, a Fiction Story." In this edition we have "A New Game."

Like most of our contributors, he "fell down" on telling a story about himself. He was recently voted a thirty-third degree Mason, the highest possible honor in Masonry. Also he has been active in many engineering societies.

Savings Clubs Bring Cash for Holidays

YOU may talk about your smiling, happy folks at Christmas time, but the girls at Fairfax Hall and those in the Chicago Commercial Department who last month received checks representing their year's Christmas savings were joyous and happy "deep down in." They, like many other telephone people, merely had joined a Christmas savings club under the plan operated in many banks. But if you have had the spending habit you may imagine their joy at completing the year with their savings intact.

Back of the success of the plan in these two instances is the story of girls whose unselfish efforts kept the near-delinquents in line. At Fairfax Hall lives Miss Mary A. Payser, repair clerk at Calumet, who found that Christmas savings clubs clear the trouble of cash shortages in the holiday periods. She was so impressed with the effectiveness of the plan that a year ago she urged other girls to join her. Through her leadership and the coöperation of other girls $11,000 was distributed to the members December 5. The girls have started a club for 1923, and Miss Payser says that already more than 200 have signed up.

Miss Genevieve Meehan started the ball rolling in the Commercial Department three years ago by cashing a Christmas savings club check for $63.75. Other girls in the department decided to follow her example in 1921 and in order to facilitate deposits they agreed, at the suggestion of Miss Anna McGonigal, to open accounts at the same bank. One employee then made the deposits for all.

Miss McGonigal showed particular zeal in making the plan a success. Last year about forty received checks. About sixty joined for 1922 and last month they received checks ranging from $63 to $127. More than seventy have joined for 1923 and Miss McGonigal says many more are in sight. Even the men in the department have become interested and some have joined.

It is mighty interesting to hear the stories of the little and the big trials that were experienced by some of the girls in keeping up their payments according to agreements. Sometimes it meant a little real sacrifice but more frequently the sacrifices were more in the mind than in fact. Perhaps it may have meant giving up the pleasure of a pound of candy or a new handbag for the time being, but if you could have seen and heard the expressions of satisfaction as the girls received their checks it would have been an object lesson to be remembered.

Finds Relatives Through Directory

MR. AND MRS. ROBERT SNEDDEN of Baring avenue entertained at dinner on Sunday Ed. Hearle of Gary, a nephew of Mr. Snedden's. Until Saturday the Sneddens had no idea Mr. Hearle was in this vicinity. They had not seen him for thirty years, when they all lived in Johnstown, Pa., at which time the Gary man was a very small boy. Nor did Mr. Hearle have an inkling that his aunt and uncle lived so close at hand. It was purely by chance, while he was looking in the telephone directory for a number, that he happened upon the name of Robert Snedden. He called up the Sneddens at their home, explained who he was and found the Sneddens listed in the telephone book were his aunt and uncle.—*Gary Post-Tribune.*

Digitized by Google

TELEPHONE TRAIL BLAZERS WITH JANUARY SERVICE RECORDS

Matthew Philippy

January 1890—33 Years

MATTHEW PHILIPPY began work in the telephone business as messenger and all around utility boy, July 5, 1888, thus coming within one day of being a "fire cracker." Owing to absence, however, his official period of service does not begin until January two years later.



MATTHEW PHILIPPY

His first work was in the A. D. T. office in the Pullman building in Chicago, and boys must have been plentiful about that time, for his application for a job was in for nearly a year before they sent for him. He was three years in the "Watch Service" and night trouble man.

We could write a sermon with Mat's service as a text. It spells consistency, for he started with Pete Stichter and now after thirty-three years, they are still together in installation work.

There is something mighty pleasant in the thought that these two men should have kept together in the same line of work for such a long period. Mat, let us drink the toast that you and your friend will get along as well the next thirty-three years as you have for the last.

Bernhardt G. Youngston

January 1898—25 Years

In 1898, the Western Electric Company employed Bernhardt G. Youngstown as inspector of telephone equipment, and at the time the Western Electric shipped as many as 600 telephones a week to New York, N. Y. It was Mr. Youngston's duty to test ringer coils, and this was done by the use of a "generator circuit" checking for open, short and ground.



BERNHARDT G. YOUNGSTON

Before leaving the Western Electric Company, he had become foreman of repairing, testing and inspection, and then he came to the Chicago Telephone Company as an installer, soon afterwards going into the office as correspondence clerk with J. S. Ford in the Maintenance Department.

In a similar capacity, he was with the Construction Department and then with the Central Installation Department for several years. Later he was connected with the "Central Location Bureau" in the Chicago office, and is now on "Transmission" work principally rearranging call circuits on a "Transmission basis" where he finds his previous experiences of much service.

William M. Larkin

January 1900—23 Years

William Larkin, familiarly known as "Bill," which by the way is the best kind of sign, claims that he is not a "Maintenance Celebrity," because he has never been officially run as such in the BELL TELEPHONE NEWS. From reliable information, we understand that this omission was solely due to his own modesty, which on the present occasion "Bill" did not have the chance to use.



WILLIAM M. LARKIN

We took his identification card from the files for the picture and quietly gleaned the information that Mr. Larkin began work for the telephone company in the old Franklin Street Shop in Chicago. From there he went into building cabling work, and then sojourned in the country for a couple of years as toll installation man and repairman.

The call of the city fell on his ears and not being able to resist, he returned to Chicago as a repairman and afterwards as wire chief at west office.

When Humboldt office was opened, Mr. Larkin became the wire chief and three years later he "opened" Belmont office in the capacity of wire chief. This was in 1912, and in 1915 Bill came to the General Office in the Maintenance Department, and there he is, as the story goes, to this day.

Thomas Wallenborn

January 1901—22 Years

In the early part of the winter of 1900-1901, Mr. Wallenborn was working for one of the big railroads, firing on a thirty-seven hour run—no let up; and when he asked for a "three day off" to transact some private business, he was emphatically refused. So Tom went on a private 'railroad strike' by saying. "If I can't have three days, I'll take three hundred. Give me my time. I've quit" and so it happened.



THOMAS WALLENBORN

Having thus gotten the three day layoff he asked for, he went to the telephone company for a job and was put to work as a splicer's helper. Tom says that he has never ridden on that road since that time, though he has a souvenir in the shape of a suburban ticket of 1888 good for one ride from "Chicago to Twelfth Street." We wonder if it is good yet.

After working in the splicing game for a while, he was transferred to building cabling work, serving in that capacity until 1904. Mr. Wallenborn was also inspector of construction work

Digitized by Google

in both Central and South Division and in 1912, he was detailed on the general inventory and appraisal work that was done in connection wth franchise extension, paying special attention to conduit and house cable values.

In 1913, Mr. Wallenborn went with Mr. Riley on the reracking of cables in the Chicago underground system, and in 1920 left the city Engineering Department to go with the Surburban Plant in the work of duct assignment and cable racking. In 1922, he became associated with the district plant engineering offices located at Oak Park.

Theodore Hoppe

January 1902—21 Years

Theodore Hoppe says that his telephone life has not been very eventful, but that's the way with most of us. We are so close to the work that it seems commonplace. How many of our newer brother employees remember the "Style 10" telephone wire, one pair of wires in a small lead tube. The first was made by the Okonite Company, so by way of a kind of trade name, or slang phrase, the gang that installed this wire called themselves "The Okonite Gang," and Theodore Hoppe started out with one of these so-called Okonite gangs.



THEODORE HOPPE

After this, Theodore went with the Cable Department as a splicer's helper, and having run the scale of telephone experience, he was detailed to the Engineering Department, first as a data man and now as an engineer's assistant in the Chicago Division, where he assists in planning extensions of cable plant.

Mr. Hoppe says it is hard to fool the budget committee and that his greatest trouble consists in getting plans approved and installed after the appropriation has run out.

Sydney J. Butt

January 1902—21 Years

Sydney Butt came to work for the Bell organization twenty-one years ago this month, entering the Commercial Department, first as counter-man. The experience gained there in contact with the public qualified him for his next step which was that of subscribers Agents" were abandoned, that time involved personal contact with subscribers in caring for their extensions of service, changing of switchboard and complaints, if any. First he was on the North Side in Chicago, with headquarters in what is now known as Superior office and worked under Ben Cooper.

When the positions of "Subscribers Agents" were abandoned, Mr. Butt came down town to Main office and while not using that particular title, has been and still is doing practically that same kind of work in the loop where he is one of the best known telephone men "on the street."



SYDNEY J. BUTT

Benjamin A. Schumacker

January 1902—21 Years

Mr. Schumacker started as "Student Inspector" at Harrison office in 1902, at a time when what we now call repairmen were dignified by the title of inspectors. From that work, he went to the Construction Department and ran a line gang for a contractor (Dan Pierce) who was doing construction work for the telephone company.



BENJAMIN A. SCHUMACHER

When this practice of farming out the work was discontinued, Ben was transferred to the Maintenance line gang, and soon thereafter went to work as facility clerk. In this capacity he served when the "nickel first" and "four party" circuits were introduced.

For a while, Ben went with Frank Wibley in the assignment work in connection with cable cuts. Just at present, he is on Main office maintenance force, and is caring for what they call central office and area cable cuts.

Not long ago, we were lead to think that athletics are worth while, and he never makes a "foul" ball with the "champions," but Ben Schumacker is another regular volley-ball player, and the way he serves and passes makes one think that athletics are worth while, and he never makes a "foul" —or at least will not admit it without protest.

Postal Employees Taught Safe Methods

THE United States Post Office Department in Chicago, which operates a fleet of automobile trucks to handle the incoming and outgoing mail of the city, believes in safety—first, last and always. Postmaster Arthur C. Lueder recently issued a report in which he told of the steps that have been taken and the accomplishments in that branch of Uncle Sam's service.

In his report he states that every effort was made to pick careful men when the motor vehicle service was inagurated. Although the majority of the employees were experienced drivers it soon became necessary to establish a school under the direction of an expert mechanic where a sort of "post graduate" course was given. Whenever it was evident, after a man had been through this schooling, that the driver was erratic or did not exercise proper precautions, measures were immediately taken to dispense with his services.

In the postal truck service there were certain conditions which arose that would not ordinarily confront the average truck driver. Incoming trains had to be met and outgoing mail had to be at the stations on time. There was a natural tendency on the part of men to "speed it up" when they were late. To avoid accidents as the result of the speeding the post office department has had installed on all the trucks a speed control device which holds the drivers in control and it has been found highly successful.

All drivers are furnished with safety literature, and bulletin boards are maintained where the men will read them.

Predict 25,000,000 Telephones

THE magnitude of Traffic Department operations in the Bell System can perhaps be visualized by the statement that the Bell owned companies alone, with 5,800 offices, serve some 9,000,000 stations, which make over 11,000,000,000 calls a year. It is estimated that in 1940, there will probably be 25,000,000 telephones in the United States. The telephone buildings and land alone represent an investment of over $150,000,000.

Digitized by Google

Auto Accidents at Railroad Crossings Increase

RECKLESS driving of automobiles is increasing the number of deaths from railroad crossing accidents. The Pennsylvania Railroad System has issued a circular which shows that although that road carried 152,000,000 passengers in twelve months, not one was killed. On that road alone there were seventy-one persons killed in three months by grade crossing accidents. The circular states:

"In spite of the most extensive educational campaign against railroad highway crossing accidents ever carried on, figures just compiled by the Insurance Department of the Pennsylvania Railroad System show that in June, July and August, of this year, (1922) such casualties increased thirty per cent, as compared with last season.

"The period covered embraces the first three months of the 'National Careful Crossing Campaign' in which railroads of the United States have joined in efforts to make plain the deplorable results of carelessness. During the three months, on the Pennsylvania System alone, there were 107 crossing accidents, in which seventy-one persons were killed and 115 injured.

"That this year's large increase in these casualties is chargeable almost entirely to growth in the reckless and inexperienced driving of automobiles, is shown by the fact that casualties at highway crossings from all other causes combined decreased.

"There were eighty-five automobile accidents at Pennsylvania Railroad crossings in the three months in question. They caused the death of fifty-six persons, and injury to 107 others, or an average of two personal casualties for each accident. Twelve of the accidents resulted in thirty-nine deaths; four caused the death of twenty persons, or an average of five for each car involved.

"In two of the accidents, entire families were wiped out. That these lives were sacrificed to pure recklessness is particularly emphasized by the fact that in both instances the drivers of the cars lived close to the scenes of the accidents and were entirely familiar with the layout of the railroad tracks and roads over which they were driving.

"The responsibility of automobile drivers for the safety of riders in their cars is no less than that of locomotive enginemen for the safety of their train passengers. It is, therefore, impressive to note that, as against the lives lost in only three months by careless driving of motor cars over tracks, there were no passengers killed in train accidents anywhere on the Pennsylvania Railroad System during the entire year ended May 31, 1922. In that period no less than 1,400,000 passenger trains were operated and 152,000,000 passengers carried safely.

"The chief reason for this striking contrast is that locomotive enginemen are thoroughly trained in every detail of their work, and are required to demonstrate knowledge and ability to operate trains safely before being intrusted with their handling.

"On the other hand, analysis of the causes of crossing accidents shows that the vast majority of motor car casualties at railroad highway crossings are attributable to a comparatively small percentage of inexperienced and irresponsible automobile drivers who have neither the knowledge, training or judgment required for the safe operation of such machines. The result is often failure to exercise even the most ordinary precautions necessary for the protection of life when approaching or driving over railroad tracks.

"Moreover, reckless driving of automobiles is not confined to highway crossings. This is shown by the daily reports in the newspapers of accidents caused by driving automobiles into telegraph poles, or stone walls, and by skidding, sideswiping, turning over and colliding. From this running chronicle of death and injury, the conclusion would seem warranted that what is needed at the present time is not merely a Careful Crossing Campaign to concentrate attention on crossing accidents alone, but a national campaign, carefully planned and directed against all forms of careless automobile driving.

"In this way possibly some impression may be made on the automobile accident record, which shows 12,500 persons killed and 300,000 injured in the United States for the year 1921."

Chicago Telephone Men at E. H. Colpitts Demonstration

ON DECEMBER 18, E. H. Colpitts, assistant chief engineer of the Western Electric Company, New York, addressed a meeting of the Western Society of Engineers at the Aryan Grotto, Chicago, on the subject of "Research and the Art of Communication." Loud speaking equipment, carrier current telephone apparatus and talking moving pictures were brought to Chicago especially for this lecture. A special invitation was given to employees of the Illinois Bell and Western Electric Companies to attend the lecture and practically every seat was filled.

Mr. Colpitts traced the development of the organization of the Bell System Research Laboratories, whose business it is to attack the many research and development problems which the Bell System has to solve. The present organization at 463 West street, New York, employs experts in practically all of the branches of physical science. Subjects such as chemistry, microscopic photography and X-ray spectroscopy are just a few of the many branches of physical science receiving intensive study and which the layman would not ordinarily consider a part of the telephone business.

Stereopticon slides, illustrating the results of intensive research in the analysis of speech sounds, were shown and indicated the high degree of refinement to which telephone plant and apparatus must be developed in order to transmit speech sounds with sufficient accuracy for commercial purposes. The use of loading coils and the vacuum tube amplifier was also explained and the application of such apparatus to the telephone plant in long-distance transmission was illustrated.

An interesting demonstration of carrier current telephony and telegraphy was given by means of carrier current transmitting and receiving apparatus set up on the stage. Phonograph records and the loud speaker were used to give to the audience a description of the apparatus and furnish conversation into the carrier system while a demonstrator by making connections to various parts of the circuit enabled the audience to hear and compare a conversation over the normal telephone channel and over the carrier current telephone channel. The evening's program was concluded with a moving picture on the audion accompanied by a phonograph lecture which was synchronized with the movies and thrown out over the audience by means of the loud speaker.

The carrier current demonstration, the moving pictures and the loud speaker were very interesting and instructive and contributed greatly to the success of the meeting. The ease with which the loud speaking equipment was able to carry the speaker's voice and the phonograph music to all parts of the theater was demonstrated by switching the apparatus on and off while the lecture was being given.

Preceding the lecture an introductory moving picture illustrating the method of mass attack on research problems at the Bell System Research Laboratories was shown. A phonograph sending out music through a loud speaker furnished novel entertainment along with the movies.

Sure Enough

LITTLE Mary was attending her first class in domestic science and was asked to tell briefly the surest way to keep milk from souring. And Mary, being an exceedingly practical child, gave this recipe: "Leave it in the cow."

Crude Stuff

DEAR Mrs. McGowan across the hall was speaking of the trouble she's been having with her car.

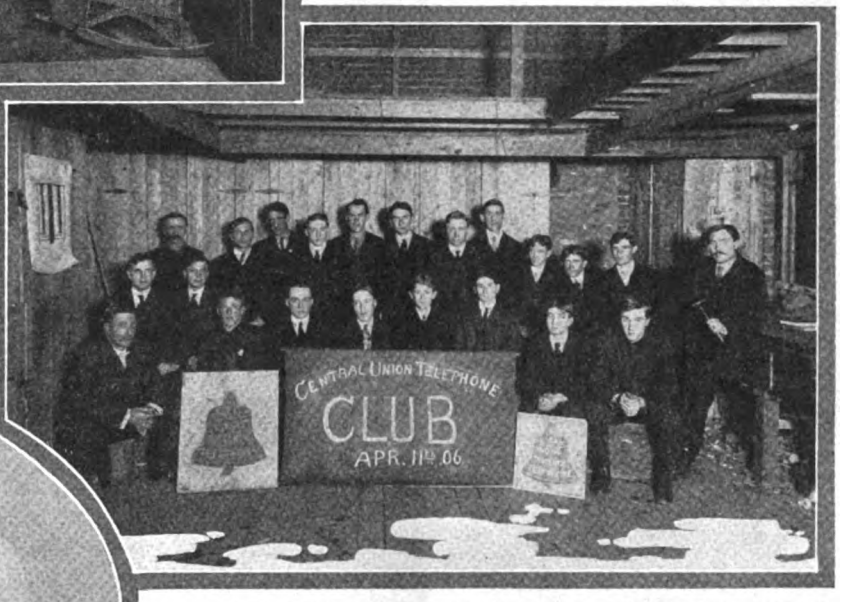
"But everybody has trouble lately," she said; "and it's nothing in the world but them using these raw materials at the factories."—*Motor Life.*

Digitized by Google

DO YOU REMEMBER 'WAY BACK WHEN—



Chicago rest rooms looked like this and the girls wore their hair in beautiful pompadour?



Central Union Telephone Employees had a Club in Springfield, Illinois? Look closely and you will recognize some of these. For instance, the boyish chap second from the left, in the middle row, is Verne Ray, now Maintenance Superintendent of the City Division in Chicago. The youth with the soft collar and black tie, third from the left on the upper row, is E. R. Cogswell, now District Commercial Manager at Springfield. Seated at the right is Ed Winters of the Illinois Division Plant Department. Readers may recognize others in the group.



(Above) This group of Calumet Evening Supervisors was on duty? The prevailing pompadour style of hairdress is also conspicuous here.



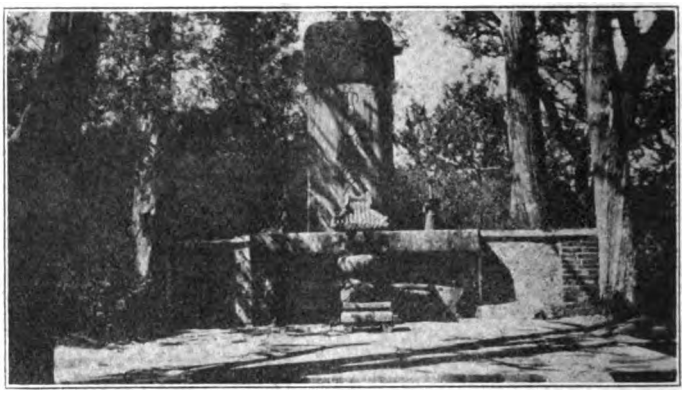
At the right—This Chicago Traffic Group gave a party a few years ago? The severity of the pompadour style was beginning to relax at this period, but the high stiff-necked dress wa sstill the vogue.

Digitized by Google

PICTURES FROM CHINA



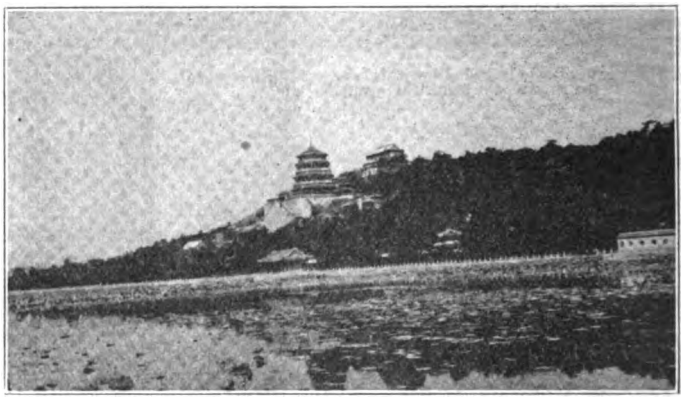
Front yard of the office of the China Electric Company, Peking.



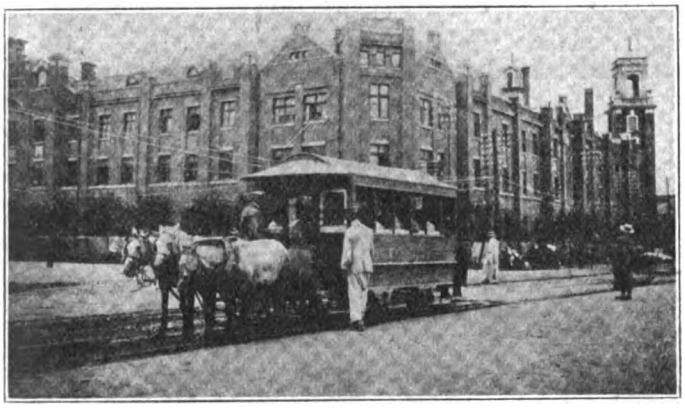
The grave of Confucius at Chufu



An English sign of a tea shop just inside the gate of the Forbidden City.



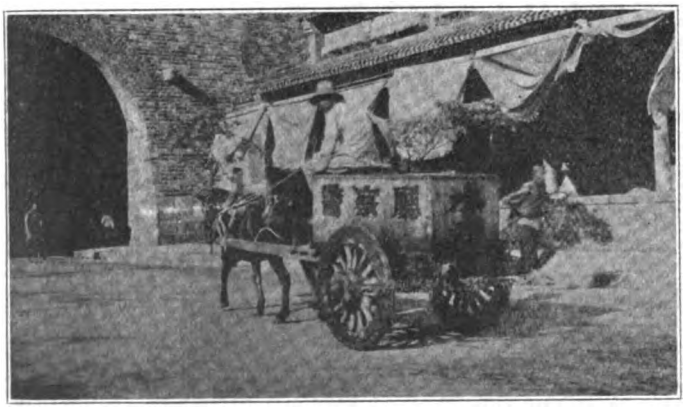
The Summer Palace, Peking.



A horse car at Mukden. It was used in New York about sixty years ago.



A Pailon by the lake in the Summer Palace.



The most modern street sprinklers in Peking.



The Marble Boat, Summer Palace, Peking

—L

Digitized by Google



A dragon screen in the middle of the steps leading into one of the buildings in the Forbidden City.



In the temple of Confucius at Chufu.



The Pillar of Victory at the entrance to the Forbidden City, Peking.

Chinese Play Is Strange Sight for Telephone Man

IT HAS been said that one-half the world does not know how the other half lives. Certainly one half does not know what the other half seeks for recreation. Benjamin S. Garvey, Jr., a former Chicago telephone man now instructing at the University of Wuchang, saw a Chinese play as it is familiar to millions of Asiatics and found it a strange spectacle. In telling about it in a letter to his father, who is vice president of the Illinois Bell Telephone Company, Mr. Garvey said:

"There has been a group of students from Shensi giving some Chinese plays in the library this week. I went down for a while and was very much amused. When I first got in it seemed as though the whole audience was shouting at once. Everybody around me was talking. I could see that the fellow on the stage was shouting but I heard only an occasional word. Two boy scout ushers were having an argument not far away (and the Chinese do not argue quietly) but I couldn't hear them. After a while there was a lull, however, and I could hear the actors, though I could not understand much.

"The orchestra sat around the stage and beat on sticks, drums and tin pans, and one blind man clothed below the waist played a Chinese violin. I believe they play impromptu *music*. It is more or less expressive and loud, to say the least. Every once in a while somebody not connected with the show would walk across the stage. A couple of them stopped on one side of the stage and chatted for a while.

"The costumes were very elaborate but there was no scenery. When some people came in, each carrying an oar, I realized that they were supposed to be in boats. For a dog, a man had a black cloth thrown over him and ran around, bent over at the waist. When a man got knocked out in a fight, a coolie dashed out and put a pillow under his head. Then the man propped up his knees and made himself comfortable. This same man, who apparently had just been badly beaten up, later put on a fine death. He trembled and shook and had spasms and convulsions for about ten minutes, and then keeled over in a very natural death which was loudly appreciated by the audience. You would have enjoyed it very much."

United States' Death Toll from Accidents Runs High

THAT there were 76,000 accidental deaths in the United States during the year 1920 was the substance of a report of the statistics committee submitted at the recent congress of the National Safety Council held at Detroit. This toll, which is equal to the total population of the state of Nevada, shows a decrease of 3,300 over 1911 but only 400 better than the 1919 record. The report then goes on to state:

"Automobile accidents are held to be in part responsible for the unfavorable experience of 1920; in that year there were 1,200 more deaths from that cause than occurred in 1919. The chief reason for this, it is pointed out, was the large increase in the number of automobile users. The automobile fatality frequency for 1920 was thirty deaths a day, a total for the year of 11,000. The 1921 estimate of auto deaths, based on figures now available from fifty of the largest cities, indicates a considerable increase over 1920. General traffic accidents in 1921, however, will show a five per cent decrease over 1920, it is believed.

"People died from falling accidents of all kinds at the rate of thirty-four a day, a higher rate even than automobiles. Burns claimed twenty-two lives a day, a total for the year of 8,088 and an increase of 215 over 1919.

"Fatal accidents to children under five years of age number 9,880, or thirteen per cent of the total. Young people from fifteen to twenty-four bore fourteen per cent of the burden. A majority of the children came to their deaths through fatal burns, deleterious gases and automobile accidents. One-third of all automobile accidents occur among children under fifteen years of age.

"Accidents in industry show a general decline of one and three-tenths deaths per 100,000 population for each year of the ten-year period, while public accidents decreased one and one-tenth per 100,000."

Timely Warning

FIRST Errand Boy—"Some terrible things can be caught from kissing."

Second Errand Boy—"Right! You ought to see the poor fish my sister caught."

Digitized by Google

In Memoriam

Men and Women of the Illinois Bell Who Passed on During 1922

Name.	*Department.*	*Date of Death.*
Arthur Hayes	Illinois Plant	January 3
Homer W. Miller	Chicago Commercial	January 5
William R. Burns	Chicago Plant	January 6
Clara Gramse	Chicago Traffic	January 10
Sophia Krause	Suburban Traffic	January 16
Joseph F. O. Hansen	Chicago Plant	January 22
Ernest Singleman	Illinois Plant	February 10
Lou G. Eddy	Illinois Plant	February 10
Edna B. Krause	Chicago Plant	February 11
Earl P. Clark	Chicago Commercial	February 13
William B. Carey	Chicago Commercial	February 16
Charles F. Loecher	Chicago Commercial	February 19
Julia Batista	Chicago Traffic	February 22
Pedro N. H. Munson	Plant Department	March 9
Hazel W. Doan	Chicago Accounting	March 9
George Wright	Chicago Plant	March 13
Mezze Bell	Chicago Traffic	March 19
Harry C. Piel	Chicago Plant	March 25
Hans C. Gulbrandsen	Chicago Plant	March 30
Helen Holzapfel	Chicago Traffic	April 3
Elsie Skinner	Suburban Traffic	April 3
Frank L. Philbin	Suburban Plant	April 4
Helen Robinson	Chicago Traffic	April 4
Frank G. Geary	Chicago Plant	April 14
Mayme Duggan	Suburban Traffic	April 20
Minnie Furthe	Chicago Traffic	April 23
Julius C. Hahn	Chicago Plant	May 2
Grace Smith	Illinois Traffic	May 6
John B. Winders	Chicago Plant	May 6
Mary Kelly	Illinois Traffic	May 7
Mary T. Kelly	Illinois Traffic	May 9
Anna Mack	Chicago Traffic	May 14
Robert Belville	Chicago Plant	May 21
Fred C. Bullock	Suburban Commercial	May 22
Bernice Rapson	Chicago Traffic	May 23
Mae E. Burke	Chicago Accounting	June 4
Grace Cappage	Suburban Traffic	June 10
Agnes Conlon	Chicago Traffic	June 26
Emilie Murphy	Suburban Traffic	July 8
Edith M. Grant	Long Lines	July 10
Mary Walsh	Chicago Traffic	July 18
Don C. Holloway	Chicago Plant	July 19
Alma Matthis	Chicago Traffic	August 2
Mamie Hofmeister	Illinois Traffic	August 2
Emma Kelly	Illinois Traffic	August 10
Russell A. Stevenson	Chicago Commercial	August 21
Sie Kellar	Illinois Division	September 1
Marian Burns	Illinois Division	September 11
Louis Marx	Chicago Plant	September 27
David McComb	Claims Department	September 29
Arthur J. Biddle	Chicago Accounting	October 6
Maurice W. McGinty	Chicago Plant	October 25
William Patterson	Long Lines	November 2
Louis Cassetari	Chicago Plant	November 2
Rhoda Frary	Chicago Traffic	November 6
Kathryn Melville	Suburban Traffic	November 6
Frances Fischer	Chicago Traffic	November 19
Josephine Dunker	Chicago Traffic	December 10
Carrie Johnson	Suburban Traffic	December 18
Raymond C. Griffin	Chicago Plant	December 19

Death of Mrs. Sunny



MRS. ELLEN C. SUNNY

MRS. ELLEN C. SUNNY, wife of Bernard E. Sunny, Chairman of the Board of Directors of the Illinois Bell Telephone Company, died December 27. The announcement saddened the whole telephone organization on the eve of the New Year.

Mrs. Sunny was the daughter of James T. Rhue and was married to Mr. Sunny in Brooklyn, New York, where she was born. Shortly after the wedding, they moved to Chicago, where they have since made their home. Mrs. Sunny was a member of the Chicago Women's Club, of the Jackson Park Sanitarium board and of the Central Church. Besides her husband, she leaves a daughter, Mrs. George B. McKibbin of Chicago; a son, Arthur E. Sunny, of New York, and a neice, Mrs. Anthony van Westrum.

Something New in Public Relations

RECENTLY an employee of one of the companies of the Bell family was walking down the street. He noticed a short stick containing four upright nails on the sidewalk. Many persons passed the stick because it was on a busy thoroughfare.

The telephone man walked past but soon realized the troubles it could cause. He returned, picked it up and placed it where it could do no harm. As the telephone man stepped up to the curb a middle-aged man said to him, "That's a thoughtful thing. Why did you see the damage those nails might do when others did not?"

"Work for the telephone company," said the man. "Taught that such little things as saving the other fellow trouble is part of my business."

"The telephone company teaches its people that?" said the stranger. "Well, then, it's a damn good company."

Work as a Cure

THE head of the Baldwin Locomotive Corporation gives work as a panacea for all ailments, physical, moral and mental. It is as easy for men to work as it is to play and in one case something is really being accomplished. Likewise, a man is built like a watch or a fine piece of machinery. Work keeps him oiled and running. If he quits work or undertakes loafing, rust sets in and the first thing we know the whole machine falls to pieces.

People are not dissipating while they are working and it is dissipation that pulls the race down physically as well as spiritually. It all seems distressingly simple. Just keep on working and be happy and contented ever afterward. The president of the great engine-building company is an illustration of his maxim. He began as an apprentice boy with the original firm and is now its executive head.—Los Angeles *Times*.

Digitized by Google



EMPLOYEES' CAFETERIA, ELEVENTH FLOOR OF THE FRANKLIN BUILDING, CHICAGO

Answer to "What Is Wrong Here?"

(Picture on page 2.)

THIS young man, who works for the telephone company, has his lunch in a place that is crowded, where the tariff is high and he is among strangers. Judging from a daily patronage of about 800 at the company cafeteria in the Franklin building, Chicago, this young man's choice of a place for luncheon is not in accordance with what "is being done" this season.

When we state that he pays a high tariff, we mean that it is more than he need pay. Prices at the company cafeteria are fixed at cost, no profit being made. And at the company cafeteria he can vouch for the quality of the food.

Someone has said the most important thing about dining is the company. It is not so much the meat on the menu as the men you meet that counts. The Franklin building cafeteria is for the exclusive use of telephone employees, with the privilege of entertaining an occasional guest. Here the employee will find room, friends, good food well cooked, small prices, big portions and cleanliness.

Iceland's Telephone System Has Rapid Growth

"NOWHERE more than in Iceland have the telegraph and the telephone abolished distance," writes E. M. Newman in a recent number of the *Mentor*. The island is webbed with lines, he adds, and the farmers are in constant touch with all parts.

This statement will come as something of a surprise to the reader who still has the age-old misconception of this little known island which gave it its rather forbidding name. There is ice in Iceland, as the trouble hunters and repairmen of its telephone system, who meet the sleet storm problem in its most acute form, are prepared to testify. But the Gulf Stream warms its southern and western shores, where the summers are extremely mild, and its larger cities have little reason for apology when compared with their sisters of the European continent or America, in so far as progress or prosperity are concerned.

The telephone in Iceland is still in its infancy, the first stations having been opened in 1906, but has undergone a development that has been extraordinary, in view of the difficulties encountered, the first of which was indifference or even open opposition on the part of the population or their parliamentary representatives. Curiously enough, the communications system has far outstripped facilities for transportation. The wires have been extended well into the interior of the island, while there are no railways and few real highways, the island pony, a stalwart little animal capable of doing twenty miles a day, being the only means of inland travel.

Recent reports from the manager of telephones and telegraphs at Reykjavik, capital of the island, show that Iceland had, at the end of 1921, a total of ninety-seven telephone centrals and 2,360 telephones. With an estimated population of 96,000 this gives a per capita telephone development that compares favorably with that of many parts of the European continent.

The Little Things

THE tallest building in the world was built out of the profits of five and ten-cent sales.

The largest private income is credited to a man who made automobiles with less waste of time and material than any other manufacturer.

The National League franchise in Chicago was paid for through sales of gum at a penny a stick.

The discovery that seventeen drops of solder and not eighteen were needed to close a can saved an oil company $40,000 in one year.

The slightest mistake in mathematics might have caused the Brooklyn Bridge to collapse under its own weight.

Little things make for ultimate failure or success—it all depends on how you handle them as they come along.—*Telephone Review.*

Digitized by Google

THE NEW YEAR'S PARTY

By May T. Dewhurst

IT was the last day of the year. All day Mrs. Miller and Mrs. Freeland had been busy preparing for their New Year's celebration. These two ladies who had never seen each other a week ago were now as intimate as sisters.

"I declare," said mother. "I don't know what I'm going to do when you go home. I'm going to be terribly lonesome."

"Well, what do you think of me? You will have Tom and Mary and my little Katie here and I don't know that I'll be allowed to take Bob back, the children are so crazy about him."

Bob hearing his name spoken jumped up and came over to Mrs. Freeland and sat down in front of her with his head cocked to one side as if listening anxiously to the conversation to see what his fate was going to be.

"Look at the cute thing!" said mother. "I don't see how you can get along without him but Katie will hate to let him go and I guess Tommy likes him just as much."

"More than he used to, doesn't he, Bob?" laughed Mrs. Freeland.

And Bob seeing both ladies so jolly barked in sympathy and began chasing his tail, an occupation he always seemed to think appropriate when he couldn't quite see the joke.

Just then the door opened and in came Tom. Bob left off his quest for the unattainable and springing towards Tom gave him a most vociferous welcome.

"Well, what are you two women laughing at? I expected to find you real solemn-like counting over your sins on this last day of the year," said Tom as he gave mother a kiss.

"Now, Tommy, you don't look a bit solemn yourself and I guess you've got quite a long list of your own."

"Oh well, mother, you know I always let you do my counting, you are so much more accurate than I am. But, I say, mother, you and Mrs. Freeland must have been working today. It looks to me as if we were going to have some New Year's Eve celebration. Where did you get the cute little red candles in those baby candle sticks?"

"Oh, I bought those at my favorite store—The Ten Cent Store. Aren't they cunning? And when they are all lighted, one at each place it will look just lovely."

"Yes," said Mrs. Freeland, "and you can all wish as you blow them out and you always get your wish."

"Well, I know what I'm going to wish," said Tom.

"I didn't know you had anything to wish for," said mother.

"The more you get the more you want," said Tom. "Isn't that so, Bob?"

Bob said yes, with a sharp little bark and proved the truth of Tom's remark by leaving him to dash to Kate, who with Mary was just returning from work.

"Are we late?" asked Mary. "I wanted to get home to help but we are always busy on the last day of the year. I'd like to be at the office tonight at 12 p. m.

"So would I," said Katie. "Just think how the boards will blaze with lights when everybody wishes everybody else Happy New Year!"

"Well, I'm glad you can be here this time," said her mother. "Just see the nice red candles and that lovely snow ball in the middle of our table with those pretty red berries."

"Ain't it grand," drawled Tom. "Come on, Katie, into the kitchen and let's see what I've got to carve. Mother don't trust me in the kitchen alone and I must sharpen the carving knife."

"It smells so good and I'm so hungry," said Katie, "that I don't believe I dare go."

"Come on, I'll keep you from putting your fingers into anything." And accompanied by Bob they investigated the kitchen and pantry and true to his promise Tom held Katie's hand so closely that there was no danger of her yielding to temptation, while Bob kept jumping up trying to get his mistress to pay attention to him as of old.

"You are just a fraud, Tom. You got me out here and you haven't even looked for the carving knife," said Katie. "And just see how jealous Bob is!"

"All right, Miss Freeland, take your choice. I always knew you liked Bob better than anyone else," and Tom with mock despair picked up the carving knife and pointed it at his heart just as mother appeared at the door.

"You silly boy! What are you doing?"

"Why, mother, Katie just makes me lead a dog's life. I guess I may as well end it all."

"Pretty comfortable life, isn't it, Bob?" said mother, as she observed Bob cuddling up to Katie with his brown eyes looking up at her with adoration.

Tom laughed and Katie blushed and everyone began to hurry around completing the preparations for the dinner party.

At seven o'clock, John Crane and his mother arrived and Tom's friend, William Slater. "Bill," as he was called, was one of the boys who was in the gang that was sent to the flooded district and Mrs. Freeland was delighted to meet another of her "rescuers" as she called them.

"Well, Mrs. Miller," said John, "I suppose you can't give as many surprises as you did last week. I certainly had some fun walking around with Bob waiting to see the signal in the window."

"I suppose you know, Mr. Slater," said Katie, "how mother and Mrs. Miller surprised me."

"Yes, I knew your mother came, but who is Bob?"

"Bob," said Katie, "Come out and show yourself."



WHO'S UNDER THE HAT?

And Bob who had been lying at her feet came out and at Katie's signal sat up on his hind legs and watched Katie till she threw him a cracker which he caught on the fly while the family laughed at the look of surprise on Bill's face.

"Well, Tom, I guess I got things wrong when I told you about ————"

"Yes, just a little," said Tom hurriedly; "but what part of the duck do you prefer—white or dark meat?"

"Just a little of the white meat, please," said Bill, while everyone laughed and Tom looked foolish.

"Wasn't it pretty cold outside today, Will?" asked mother. "I don't see how you boys keep from freezing, sometimes."

"Oh, yes, it was pretty fresh

Digitized by Google

today, but I didn't mind it. I'm glad we haven't had any big storms so far. They mean a lot of expense and, of course, we have to stay on the job then till we finish it. Four years ago tonight I was cold and homesick enough."

"Oh, yes; you were over seas then weren't you?"

"Yes, and when it came Christmas I guess all the boys were pretty homesick. But most of the time it was so exciting getting our circuits patched up that we didn't have time to think."

"I wish I'd been over there," said Mary. "Calls were very important, weren't they?"

"Yes, I don't see how they fought in the Civil War without telephones and flying machines."



AS THEY LOOKED IN 1908

"And gas and smoke barrages."

"Oh," said mother, "it makes me sick to think of the horrible use of good inventions. But anyway, one thing has not changed—the same spirit of bravery and self sacrifice was here."

"Speaking of changes," said Mary, "I came across some funny pictures today. I brought two home to show you" and Mary brought them to the table while Katie and Tom were taking away the plates.

"See this group of ladies. They were the evening chief and the supervisors of one of our offices. Aren't they funny?"

"Yes," said Mrs. Crane, "their dresses are not much like the dress of today but they look real pretty, I think."

"Let's see what the boys say about them," said Mary.

John took a good look and said, "I don't notice clothes much. It strikes me those are pretty girls. One of them looks like Maxine Elliott."

"Which one?"

"That one," said John. "Isn't she pretty?"

"Yes, but she is married now, I believe."

"Oh, I suppose so; a nice modest looking lot of girls, all gone to happy homes of their own!"

"Oh, no, several are working still. And they look almost as young as they do there."

"But who is this girl on the donkey?" asked Tom, looking over Mary's shoulder. "Isn't that a hat though? If that donkey wasn't half asleep the hat would fall off. One good thing about automobiles—they made people put their hats down on their heads."

"Is that what made them do it? I'm glad we have some things in our favor now," said Katie.

"But look what a sweet smile she has," said mother. "It's a lovely face."

"Yes," said Mary, "and she hasn't changed a bit. She has worked for the company for a long time and she always has that pleasant expression."

"Isn't that wonderful? You see that these girls are only different in the fashion of their clothes. Hearts never change."

"Mother's going to give us a little sermon on service now," said Tom. "You see New Year's is the time for good resolutions."

"Oh, that makes me think, mother," said Mary. "One of our girls saved the lives of a whole family last night. Coal gas from the stove escaped after they went to sleep and one of them awoke in time to telephone but the doctor wasn't in and the supervisor got one for her and succeeded in getting him there in time to save the rest of the family."

"I guess that girl will have a Happy New Year," said mother.

"Yes and she has a big box of candy from the grateful lady."

"That makes me think," said John. "I have a box for one of my faithful operators," and John presented a huge box to Mary.

"Why, John, I thought you were criticizing the service not so long ago at this very table," said Tom.

"Now, Tommy," said mother; "You don't have to remind him of that. He didn't know then about the way the girls work to help him."

"I found that out when I was trying to talk with mother in Albany that time."

"I'll never forget how glad I was to get your message," said Mrs. Crane.

But now the little red candles were burning low and the wishing must be done. There was silence as each made the wish. Tom looked at Katie as he gave a great blast that not only blew his but hers out also.

"Oh, now, you've spoiled my wish," said Katie.

"No, said Tom. "It is much more likely to come true now. 'In union there is strength,' you know."

John was looking at Mary and said, "I'm going to wish a Happy New Year to the telephone operator."

"Let's make it unanimous," said Bill. "Now all together—A Happy New Year to the ——"

"Most talkative girl," said Tom.

"Most helpful girl," said Bill.

"The bravest girl," said John.

"The dearest girl in the world," said mother.

It's Neither

"HOW would you classify a telephone girl?" asked the old fogey. "Is hers a business or a profession?"

"Neither," replied his friend. "It's a calling."

Digitized by Google

SAFETY FIRST and ACCIDENT PREVENTION

The Illinois Bell Telephone Company is a member of the National Safety Council and the Chicago Safety Council.

"WALK IF YOU WOULD LIVE LONG," HEALTH COMMISSIONER BUNDESEN OF CHICAGO SAYS, ALSO, KEEP BOTH EYES ON THE AUTOMOBILE.—*CANTON NEWS.*

A MAN WITH A COFFIN IN HIS TRUCK WAS ARRESTED FOR SPEEDING IN CHICAGO. WELL, IF THEY'RE BOUND TO DO IT, THAT'S THE THING TO CARRY.—*AMERICAN LUMBERMAN.*

Why Allow an Auto Change Your Nature

WILL courtesy on the part of automobile drivers result in a decrease in the number of fatalities this year?

Many organizations, hundreds of firms and thousands of individuals are watching the growth of the courtesy movement and hoping and praying that it will lessen the dangers. During the last two months the movement has spread rapidly across the country.

The pedestrian has plenty to do in the campaign for "Courtesy to Reduce Accidents," but the first lessons should be pointed out for those who own and operate motor cars or trucks. It has been claimed, and in some cases proved, that the only time some motorists are civil with respect to the rights of others is when they are under the watchful eye of the traffic cop.

Try to cross one of Chicago's wonderful boulevards with its thousands of cars, or attempt to cross at one of the busy streets in the loop. You will soon see how some of the drivers care for nothing except to get across before the stop signal.

There are so many violations of every-day courtesy that it is almost appalling.

Are you a safe driver? You may think you are. If you will stop to analyze your own case there may be many occasions that you can recall just how close you came to actual disaster.

We all know the man who helps old women across the street, stops to smile at a pretty baby being taken out for an airing and who is apparently the possessor of a most wonderful disposition. However, he invites you to accompany him for a ride in his car. You do not get very far before he tries to beat a machine which he knows has the right of way. As he shoots dangerously past he turns in his seat (xbcftsi ! ???) and immediately your respect begins to die down. You approach a crossing just as the traffic policeman blows his whistle and the crowd starts across the street.

"Watch me slip across," he says.

Swiftly his car glides on. The people are already in front of his machine but a blast of his horn scatters them. On up the boulevard we go and he turns to say, "Well, I slipped one over that time, didn't I?" We have to admit he did, but it makes us sick to think how close he came to the pedestrians. This is the kind of a fellow who rightfully earns the sobriquet of "road-hog." He is the same bird who will use his bright lights without any thought of the effect on the approaching driver or pedestrians. He even refuses to dim them while on the country road, after repeated signals on the part of another driver.

You may meet this fellow socially and he is the nicest kind of chap, but as soon as he is placed behind the wheel of an automobile, his entire genial nature disappears. The whole road is his.

Then take him out of the car and let him walk along the street. Some other driver skims pretty close to him and he immediately lets out a howl about careless drivers and what should be done to them.

Start on that friend. He is good material to work on. Go at it in the right way and you will sure convert him because he is not as hard-boiled as you think.

Let's get the safety habit now, before the criminal court judges start imposing jail sentences on reckless drivers.

Danger in Radio Apparatus

THE popularity of the radio for home entertainment has grown by leaps and bounds. The daily newspapers and other periodicals devote space for a radio section. New hook-ups are frequently announced and the amateur who is planning the installation of a set watches eagerly for all developments in this field.

Although the radio furnishes amusement and pleasure after it has been rigged up there is a certain element of danger in connection with the installation and repeated warnings should be given to everybody to Always Be Careful.

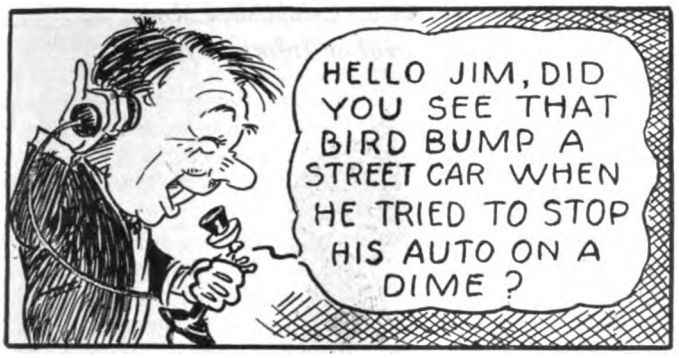
All the employees of our company who have installed a radio receiving station are familiar with the details of the work and they realize the danger for the inexperienced boy or man. All of us know that one of the first things to be taken into consideration in putting up the areial is to be certain that it is subsantial. You



WHY ALLOW AN AUTOMOBILE TO CHANGE YOUR NATURE?

—L

Digitized by Google





will often notice when you are riding in the trains, street cars or elevated, how weak looking some of the supports are.

It is evident to even the most casual observer that when we have a heavy sleet storm during the winter the poles will not hold the ice-coated wires and they will fall. The falling of wires creates a hazard that should be protected against because of the danger of contact with high voltage wires.

In this same connection the danger of such contact should be particularly emphasized in erecting the aerial. Any time a friend of yours says that he is going to install a radio or asks your advice in this matter be sure to tell him to be extremely careful in putting up the aerial. Tell him not to run it over, under or parallel with any other wires and to be sure that the drop wires are in no danger of swinging or falling against any other wire.

You men who are on the outside should warn boys you see attempting to climb poles to which there are wires attached. Point out to them the danger from contact with these wires.

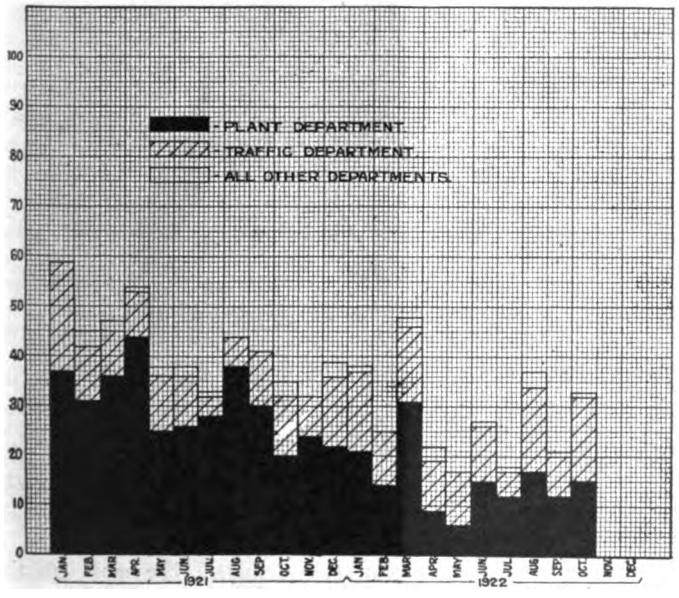
We can render our friends and neighbors all a genuine service, possibly saving them from injury or death by warning them to be extremely careful.

Accidents Increased in October

BOTH the Plant and the Traffic Department showed a big jump in the number of lost-time accidents in October over the record of September.

The Building Supplies and Motor Equipment Division and Long Lines Plant Department went through the entire month of October without a lost-time accident.

The Construction Department tied the previous month with two accidents, while the Suburban Plant Department tied also with four accidents.



ACCIDENT CHART OF THE ILLINOIS BELL TELEPHONE COMPANY

The Maintenance Department reports six lost-time accidents in October against three for September.

The Illinois Division Plant, which went through September with a clean record, had three lost-time accidents in October.

In the Traffic, the Illinois, Suburban and Long Lines all hit the zero mark.

City Traffic Division No. 1 had a big increase showing thirteen lost-time accidents in October against three in September, and Division No. 2 made a drop from six in September to four in October.

The City Commercial repeated with one lost-time accident for each month. The Suburban Commercial, Illinois Commercial and the General Offices kept their slates clean.

Eyes Have They, But They See Not

By W. E. Powers, Jr.

Eyes were given us that we might see,
But some young fellows just set 'em free;
They turn to look at a pretty girl—
Then go to the hospital for a whirl.

—Safety Code Anthology.

AN interesting story has been told of the blacksmith and the beetle. According to the story the blacksmith stood at his forge and drew out a piece of white hot iron, but changing his mind about working on it just at that time threw it on the ground to cool.

A ground beetle came trotting by just a short time later, so the story goes. The only instinct of the bettle was to run with its mouth wide open hoping that victims more stupid than itself might fall within its jaws. This beetle's world ended right at the tips of its antennae because although it had eyes it saw little. The piece of smoldering iron lay directly in its path and the beetle collided head on with the glowing metal, and rolled in stupid pain.

How many of us resemble the beetle? Mankind was furnished with eyes to see, yet many of us go into the pitfalls blindly, stumblingly, and later pay the price, not only in pain and suffering as did the little beetle but in many other ways.

In our everyday life we should keep our eyes wide open all the time. Observe everything that is going on around you and you may prevent a serious injury to yourself. When driving a car it is always essential that the road and the traffic, both foot and vehicular, be watched. Unless you are wide-awake there may be a smashup or an accident of some other kind.

All of us have a great deal of walking to do, either during our working hours or in our spare moments. Hurrying homeward through the throngs of traffic we are inclined to be careless and duck in front of a street car in order to save a few seconds. By using our eyes we may again prevent an accident.

It is a simple matter to keep your eyes open and to use them. It pays to use them. Take care of your eyes and use them for seeing things.

Digitized by Google

FASHION MAKES SIMPLE MODELS SOPHISTICATED

Velvet Featured in Straightline Frocks and Coat Dresses—The Tailleur an Established Mode Rather Than a Fashion and Is Worn with Equal Correctness for General or Informal Wear



DRESS 1417 DRESS 1443 JACQUETTE BLOUSE 1430—SKIRT 9196

By Maude Hall

FASHION is so much the mistress of her art, that she can make a simple mode sophisticated or an elaborate mode youthful. The specific inspiration of a style may arise from a bit of trimming, a panel, a new sleeve, an odd neckline or a quaint girdle—for the watchful mind of Fashion gathers thoughts as she goes along—but there is never any variation from simplicity. It remains the keynote upon which the most wonderful themes of the mode are built.

One must give special consideration to frocks of velvet, because they are featured everywhere. Sometimes they are in straightline models; sometimes in coat-dress designs. The most effective of the velvet originations are extremely

Patterns for Designs

The designs shown on these pages are supplied by The Pictorial Review, New York. Patterns may be obtained from any Pictorial Review agency.

—L

Digitized by Google

simple and can be made by home dressmakers within a few hours. Especially smart is brown chiffon velvet in kimono style. The sleeves are lengthened with deep sections of self-material gathered into narrow bands. The neckline is in oval shape with a piping of brown moiré ribbon for a finish. The most conspicuous note in the entire costume is the belt, which is composed of blue, green and old gold beads, artistically strung on a foundation about an inch wide.

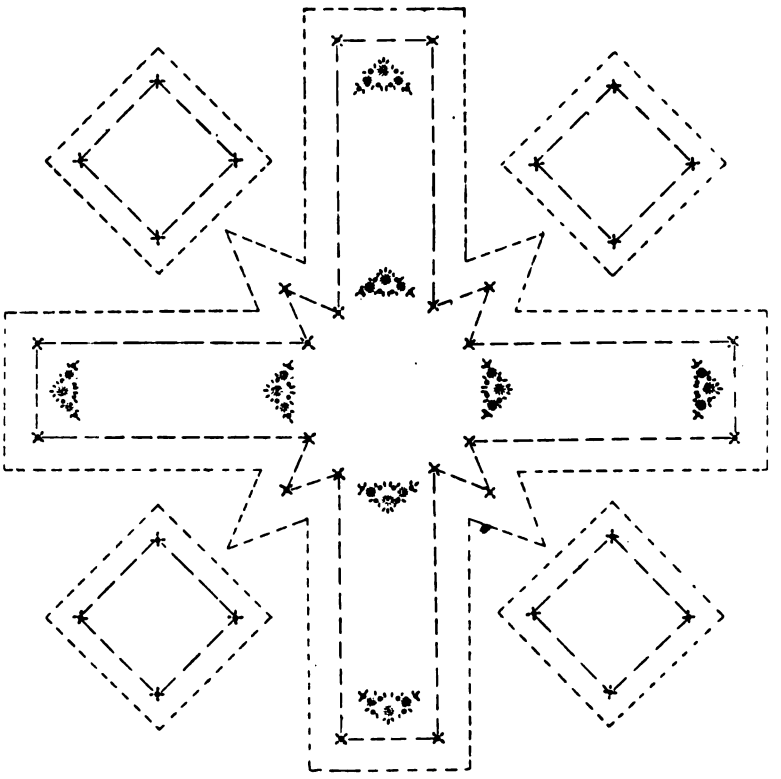
Black velvet is used for an unusually attractive model for semi-formal wear. The blouse has an oval-shaped neck and flowing sleeves cut in one with the front and back. Most unusual is a slash in the center of the sleeve —just above the elbow—through which the arm may be slipped, leaving the remainder of the sleeve to fall in voluminous folds about the figure. While it is not a type especially adapted to stout figures, women of full stature may essay it if very soft, clinging materials are selected for the development of the dress. There is a narrow sash on which are posed roses made of silver, pale lavender and crushed raspberry color ribbon. The skirt closes at the left side seam and has loose hanging panels each side of the center front and back. Needless to say that the panels fall below the hem of the skirt. There is something particularly graceful about the panels, gained, no doubt, from the manner in which they are shirred below the belt. Besides, they give the long, slender line that Fashion demands in all of her costumes this season. The shirring is made deep enough to show below the belt.

One cannot discuss velvet without mentioning the Paisley effects that are so much in vogue and which are so beautiful in their coloring. Rarely does one see a frock entirely developed in Paisley velvet except for evening wear. Many daytime models, however, show the fabric in combination with crêpe Canton, crêpe satin, crêpe de Chine and other soft, silky materials. A model with deep open front affords an opportunity to insert a deep vest of Paisley velvet, then the idea is carried further by having the sleeve extensions and the side draperies faced with the trimming.

Wool Jersey, which is so adaptable, remains one of the most fashionable materials of the season for general as well as dressy wear. Some of the designs in this fabric take on real elegance when they are trimmed with braid, embroidery or glistening beads of various kinds. For practical use, nothing exceeds in smartness or service a frock of wool Jersey. It is highly favored for the frocks to be developed within two or three hours, and the range of colors in which it may be obtained, makes it becoming to all complexions. Of course, the greatest call is for dark blue, black and brown, but the lighter shades are not lacking in admirers. As a matter of fact, flappers and young women who have just crossed over the border line of flapperdom make up their wool Jerseys in the brightest of yellows and greens, trimming them with embroidery or braid in dark colors.

The tailor-made suit is not a fashion; it is an established mode. For that reason it is always appearing in new guises, although the general silhouette is not radically changed this season. The velvets, duvetyns and other rich fabrics which tempt one so irresistibly on a tour through the shops, have not been able to displace the mohairs and tweeds for tailleurs.

There is much to admire in a single-breasted jacket, which forms part of a suit of dark green and brown tweed. The fastening is straight down the front and there are revers and a notched collar of self-material. The design is well supplied with pockets, there being two sets on either side of the front. They are of the inserted type, however, and only cleverly finished openings disclose their whereabouts. The skirt is a two-piece model, gathered to a straight band of self-material and finished at the lower edge with a deep hem.



No. 12742—Table Cloth and Napkins, Unusual Both in Shape and Design.

Smartly Simple Are New Embroideries for the Home

By Mona Mullen

WHEN household linens are distinctive in design and beautifully worked, they may be used on almost any occasion. The demand for originality is forcing even the conventional spread cloth to yield its place to covers of irregular shape and design.

This set may be used either for dinner or luncheon. It consists of a cloth 54 inches in size, both the design and shape of the cloth being supplied with the pattern. Besides, there are six napkins to match. The napkins measure 13 inches. While they are only a little more than half the size of the conventional dinner napkin, they answer all the purposes of the latter, when the cloth is so out of the ordinary. The odd shape of the cloth and the dainty design of the rambler roses make this set one that any housewife would be proud to own.

The set makes an ideal wedding gift also. A variety of materials may be used in its development, ranging from unbleached muslin to the finest of linen. One of the custom-destroying factors of the new embroideries for household use is the employment of unbleached muslin for luncheon, breakfast, and dinner sets.

The flower designs are worked with six-strand cotton. The daisies, in blue, are carried out in the "Mille fleur" stitch, a yellow French knot filling in the center. The leaves are in green, done in couching stitch, while the roses may be executed either in rambler or boullion stitch, in pink, with three French knots in the center.

Black running stitches of pearl cotton No. 3 are used to embroider the inner line, which outlines the set. The hem may be finished in two or three different ways. A buttonhole effect is always attractive, or one may substitute either hemstitching or a running stitch, the last-named being the simplest of the three. The napkins have a little rose design in each corner, worked in the same stitches that are used for the cloth.

Worked all in white, on a background of good quality linen, this set is exceedingly attractive.

Digitized by Google



Riddle

"Why is a college student like a telephone operator?"

"Both have to plug to get by."

—

Lad of Ten (at a picture gallery)—"I say, father, what is the meaning of these numbers at the bottom of every picture? Look at this one—'Turner, 153.'"

Perplexed Father (picture galleries being entirely out of his line)—"Oh!—ah—I expect that is his telephone number."

—

Which Face

It was lunch hour at the lime works, and Pat's two buddies, deciding to play a little joke on him during his absence, drew the features of a donkey upon the back of his coat, which he had left behind. In due time Pat returned, and presently hove in sight bearing the lime-decorated coat.

"What's the trouble, Pat?" asked one, trying to appear indifferent.

"Nothing much," replied Pat, equally indifferent; "only I'd loike to know which one of yez wiped your face on me coat."—*Judge.*

—

'Twas No Pleasure

Not many years ago it was the custom among men wherever they met to use for a topic of small talk the subject of the weather or crops, perhaps politics. That time has passed. Today the chief, if not the only subject, of small talk is the automobile or its accessories or the best roads. In illustration of this point the following conversation was overheard on the train the other day.

"Hello, Bill; I did not see you yesterday at the funeral."

"No, I could not get away."

"Well, you didn't miss much, the roads were terrible."

—

The Awful Truth

"You look fed up, old man."

"Yes, I've had a tiring day. That little beast of an office-boy of mine came to me with the old gag about getting off for his grandmother's funeral, so just to teach him a lesson I said I would accompany him."

"Ah, not so bad; was it a good game?"

"No, it *was* his grandmother's funeral!"—*The Passing Show* (London).

—

Such Is Man

When he is born, his mother gets the attention; at his marriage, the bride gets it; at his funeral, the widow gets it.—*The Associated Editors.*

—

A Hint

An Ottawa hen laid an egg daily for 107 days. There's a saying in every hen-house that an egg a day keeps the hatchet away.—*Judge.*

—

Supply Your Own Moral

Chicago names its principal streets after presidents. Philadelphia names hers after nuts.—*Princeton Tiger.*

The Fourragere

"Fo' why dat French sojer done got dat telephone cord all drape' round his shoulders?" inquired one colored stevedore of another.

"Ah's plumb appealed by yo' iggerance," answered the second, pityingly. "Dat merely syndicates dat his regiment done got excited."—*American Legion Weekly.*

—

Just Turned Around

"Hello, old top. New car?"

"No! Old car, new top."

—

Prepared to Jump

Our own opinion is that the kangaroo is just one of Nature's abortive efforts to produce a safe pedestrian.—*Baltimore Sun.*

—

Sooner Or Later

Here lies one who, for lack of brains,
Much time consumed in racing trains
To crossings. Now his life is done—
The 7:15 local won.

—*Birmingham Age-Herald.*

—

Ways of Women

"John, your wife looks cold in that thin coat."

"Can't help it. She's saving up for some summer furs."—*Paterson Press-Guardian.*

—

They All Listened in

Bang: "Smyth wanted to be original, so he broadcasted his proposal."

Bing: "And now he has three breach of promise suits on his hands."—*American Legion Weekly.*

—

Concealing Something

"Paw, why does Santy Claus wear a beard?"

"Because he has so many Christmas neckties, son."—*Boston Beanpot.*

—

The Obliging Boss

Clerk: "Sir, I'd like my salary raised."

Boss: "Well, don't worry. I've raised it somehow every week so far, haven't I?"—*New York Times.*

—

A La Coue

The Coué method as applied to the nation: "Every day, and in every way, we get debter and debter."—*Punch* (London).

—

Transferable

He told the shy maid of his love,
The color left her cheeks;
But on the shoulder of his coat,
It showed for several weeks.

Digitized by Google

Human Factors in Telephone Service

IT takes a lot of persons, working together intelligently and harmoniously with the best telephone equipment, to give good telephone service.

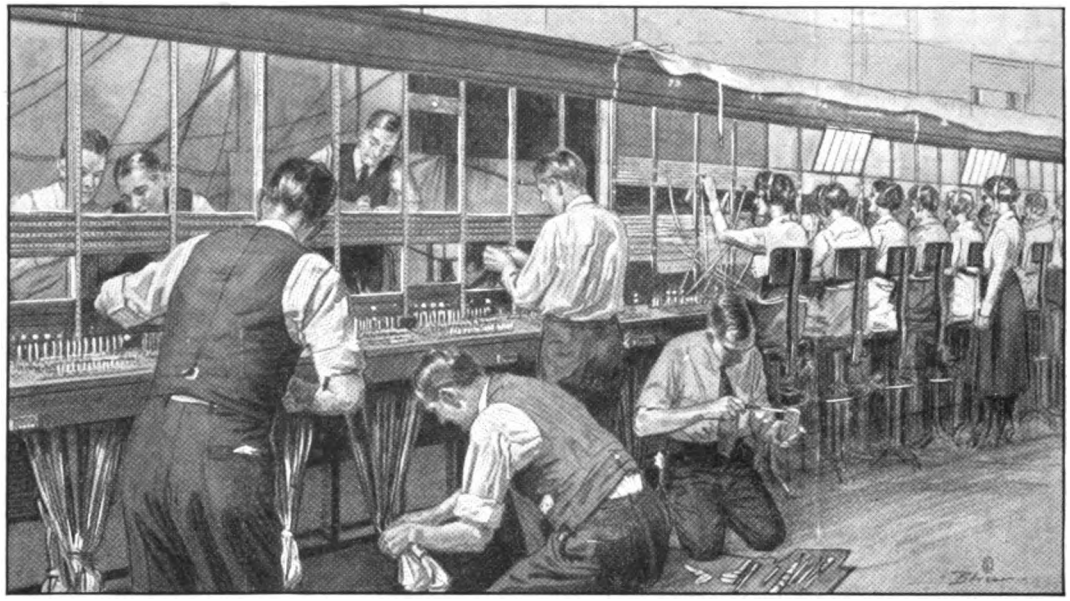
The engineer who plans the work, the construction crews who build, the operators who give the service, the maintenance forces who keep the equipment in good order—all these and many others coöperate to make Bell service the marvel of efficiency which it is today.

There are more than 200,000 Bell telephone employees in the United States coöperating to give to the American people the best telephone service in the world.

Evening rates on "station-to-station" calls, which are about one-half the day rates, become effective at 8:30 p. m. After midnight the night rate, about one-fourth the day rate, applies.

(An advertisement calling public attention to the team work which produces the efficient service which Bell Telephone subscribers throughout the country enjoy.)

Digitized by Google



Expansion

A million new subscribers were linked to the Bell System during the past two years—putting into operation a million new routes of talk, and a corresponding increase in all intervening facilities such as switchboards, cable and long distance lines.

No other country is so well equipped as the United States for telephone communication. Yet, because of this—because the telephone is so useful—the demand for service keeps growing greater.

The growth of telephone demand in the United States is greater than the growth of population. It is an intensive growth. An increasing percentage of the population is seeking telephone service.

The Bell System is providing for more investment, further technical achievement, more wires, switchboards and stations—and more subscribers. The American people require the best service. The best service means the most comprehensive service, not only for the necessities of to-day, but for the necessities of the future.

"BELL SYSTEM"

AMERICAN TELEPHONE AND TELEGRAPH COMPANY

AND ASSOCIATED COMPANIES

One Policy, One System, Universal Service, and all directed toward Better Service

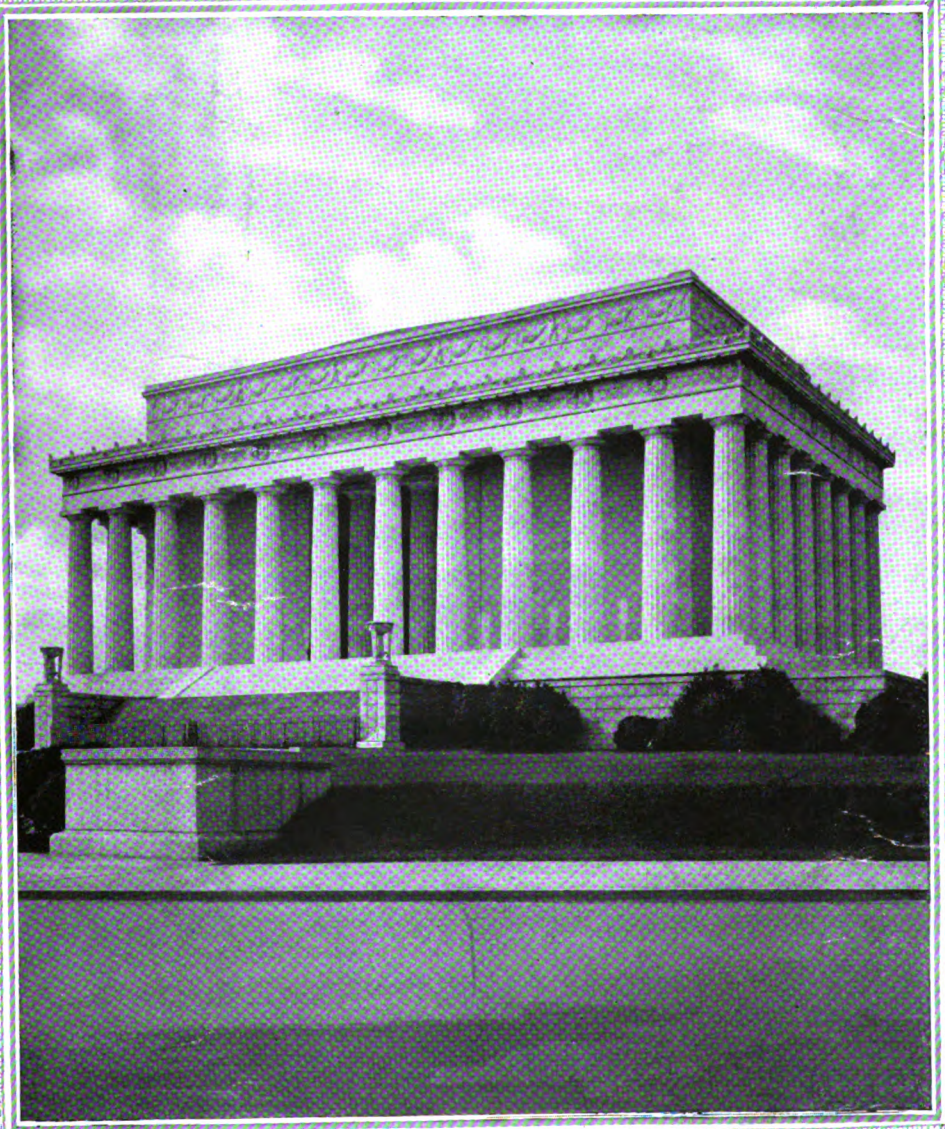
Digitized by Google

537.05
BE

BELL TELEPHONE NEWS

UNIVERSITY OF ILLINOIS LIBRARY
FEB 1923

FEBRUARY 1923



Digitized by Google

OUR FRONT COVER

IN the month of February we observe the birthday of Abraham Lincoln. Our cover picture shows the magnificent memorial to the Great Emancipator completed last year in the nation's capital. It gives expression to the reverence of the American people and of all mankind for the memory of the man who, though born in a frontier log cabin, became President and served his country in its time of greatest need.



The gleaming white marble, massive proportions and simple beauty of the wonderful edifice suggest the life of the man in whose memory it is reared. The structure is surrounded by thirty-six stately Doric columns, forty feet high, representing the states in the Union when Lincoln died.

The memorial is located on the banks of the Potomac River and has become a favorite place of interest to visitors in Washington.

Digitized by Google

GENERAL OFFICIALS

Department of Claims

ILLINOIS BELL TELEPHONE COMPANY



FRANCIS BALDWIN
Chief Adjuster



HARRISON W. FRENCH
Chief Investigator



HARRY M. WEBBER
Superintendent



HARRY A. MOTT
Supervisor of Safety



WILLIAM M. LEDWELL
Employment Manager

Digitized by Google

Digitized by Google

BELL·TELEPHONE·NEWS

Volume 12 · CHICAGO, ILLINOIS, FEBRUARY, 1923 · Number 7

THE PLACE LINCOLN CALLED "MY HOME TOWN"

Springfield, Capital of Illinois, Is Rich in Historical Interest, and Is Also Large Industrial Center

By Everett E. Friganza

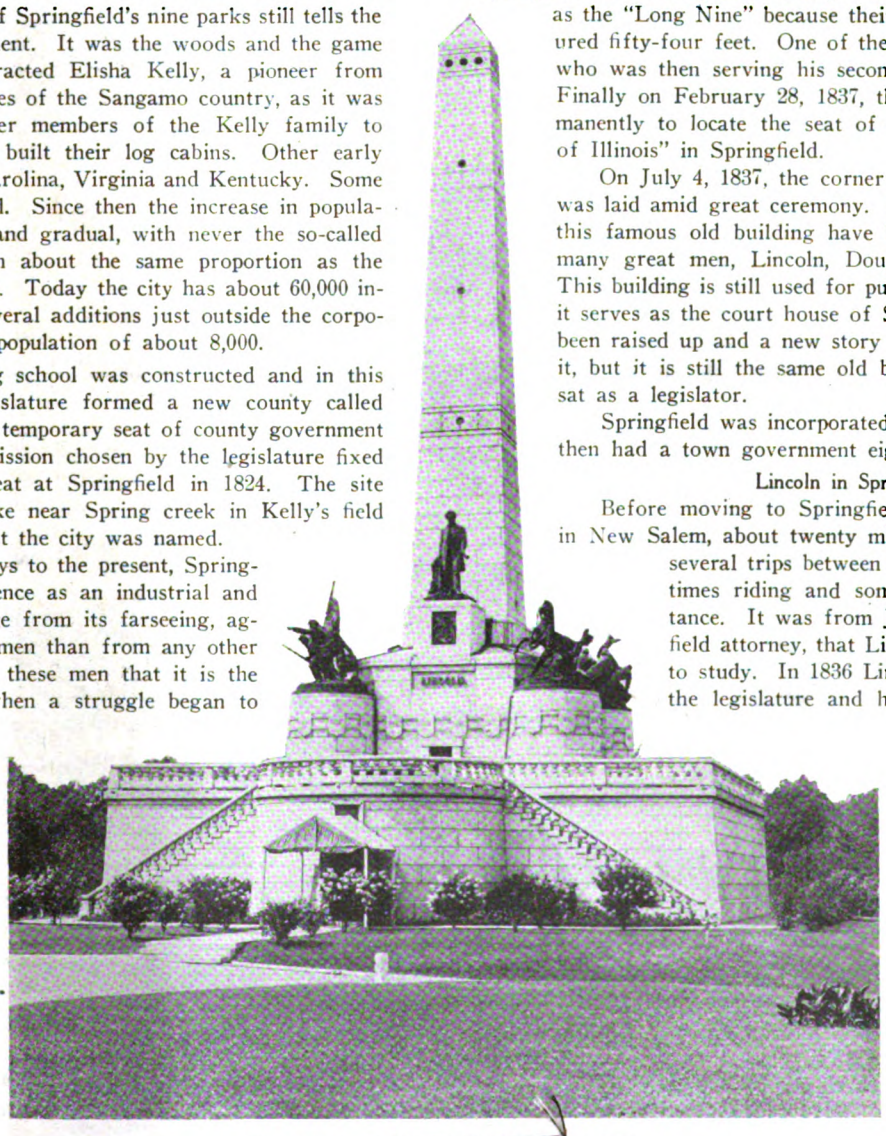
INDUSTRY, government and historic associations—all abound in Springfield. There is mining, milling, manufacturing and trade. The city has its local government and is also the county seat and state capital. The state supreme and appellate courts and a federal court and internal revenue office are there. Outstanding in Springfield's history is the fact that Abraham Lincoln was one of its active citizens for twenty-four years before he went to Washington to become President of the United States.

The natural beauty of Springfield's nine parks still tells the story of the early settlement. It was the woods and the game found in them that attracted Elisha Kelly, a pioneer from North Carolina. His tales of the Sangamo country, as it was then called, induced other members of the Kelly family to emigrate. In 1819 they built their log cabins. Other early settlers followed from Carolina, Virginia and Kentucky. Some came from New England. Since then the increase in population has been continual and gradual, with never the so-called "boom." It has been in about the same proportion as the United States as a whole. Today the city has about 60,000 inhabitants. There are several additions just outside the corporate limits with a total population of about 8,000.

In 1821 the first log school was constructed and in this same year the state legislature formed a new county called Sangamon and fixed the temporary seat of county government at Springfield. A commission chosen by the legislature fixed the permanent county seat at Springfield in 1824. The site was marked with a stake near Spring creek in Kelly's field and it was from this that the city was named.

From the earliest days to the present, Springfield has gained prominence as an industrial and governmental center more from its farseeing, aggressive, public spirited men than from any other one thing. It is due to these men that it is the county seat. In 1833 when a struggle began to determine the permanent state capital they were again in the foreground.

During territorial days, previous to 1818, when Illinois was admitted as a state, Kaskaskia had been the seat of government. But as the center of population moved northward and other towns grew into prominence, a change was demanded. In 1818, the legislature fixed the capital at Vandalia for twenty years. In 1833 an act was passed empowering the people to vote on the question of the permanent site.



LINCOLN'S TOMB IN SPRINGFIELD, ILL.

Chosen for Capital

Springfield, Alton and Vandalia each received about the same number of votes, slightly over 7,000 each. This left the question unsettled before the legislature of 1836-1837. Active in behalf of Springfield were Sangamon county's nine representatives, known as the "Long Nine" because their combined heights measured fifty-four feet. One of these was Abraham Lincoln, who was then serving his second term in the legislature. Finally on February 28, 1837, the legislature voted "permanently to locate the seat of government of the State of Illinois" in Springfield.

On July 4, 1837, the corner stone of the first capitol was laid amid great ceremony. In the legislative halls of this famous old building have been heard the voices of many great men, Lincoln, Douglas, Cullom and others. This building is still used for public purposes. At present it serves as the court house of Sangamon county. It has been raised up and a new story of granite placed beneath it, but it is still the same old building in which Lincoln sat as a legislator.

Springfield was incorporated as a city in 1840, having then had a town government eight years.

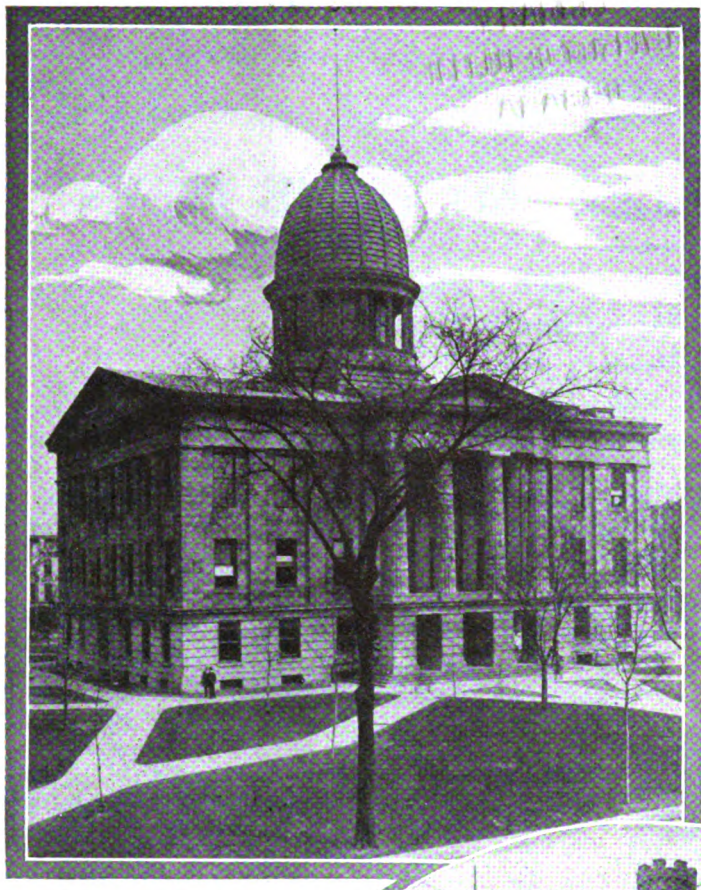
Lincoln in Springfield

Before moving to Springfield in 1837, Lincoln lived in New Salem, about twenty miles away. He had made several trips between the the two towns, sometimes riding and sometimes walking that distance. It was from John T. Stuart, a Springfield attorney, that Lincoln borrowed law books to study. In 1836 Lincoln was a candidate for the legislature and he went to Springfield to make a speech. When the capital was changed the following year, he decided to live there because of the greater opportunities.

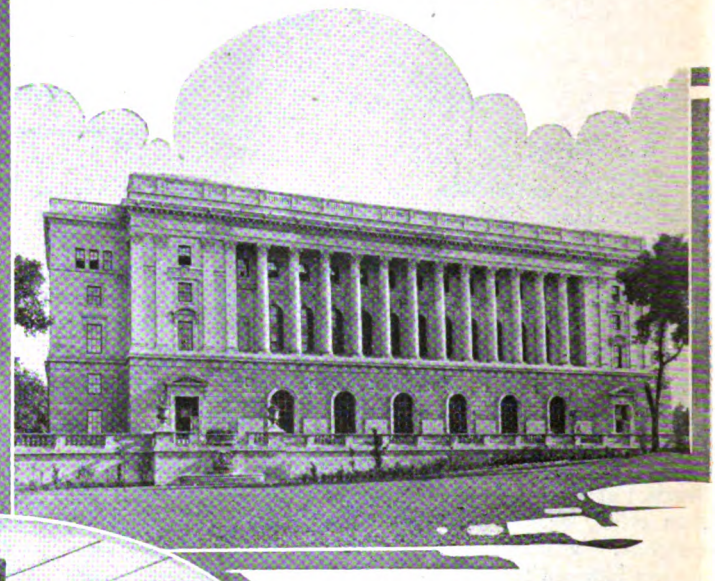
In 1836 he had been licensed to practice as a lawyer and the year he moved to Springfield he was admitted to the bar of the state supreme court. He was then twenty-eight years old and soon after his arrival he became a

Digitized by Google

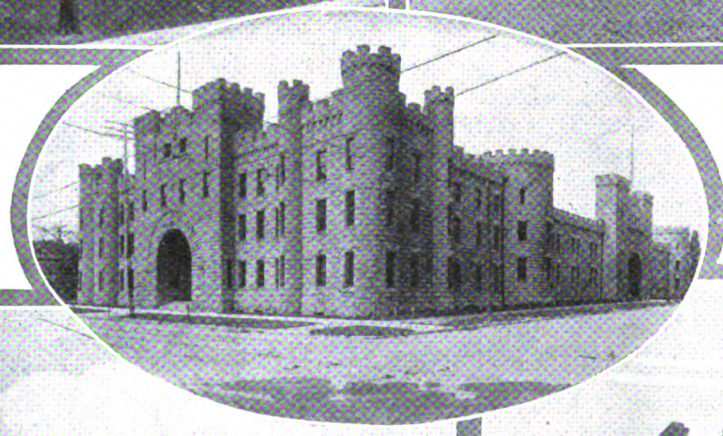
COUNTY AND STATE BUILDINGS IN SPRINGFIELD



Sangamon County Court House. For nearly forty years this was the Capitol of Illinois. The legislature met here at the time Lincoln was a Representative of the Springfield district.



(Above) The new Centennial Building to commemorate the admission of the State of Illinois to the Federal Union.



(Left) The State Arsenal.



Supreme Court Building.



Governor's Mansion.

Digitized by Google

junior partner of Mr. Stuart.

Upon arriving in Springfield, Lincoln went to the store of Joshua Speed to purchase a bed. When told that the price was $17, he explained that it was more money than he possessed, but that if the storekeeper would trust him, he would take the bed with the understanding that if his law practice was remunerative, he would pay and if it were not, the storekeeper would be the loser.

Speed said he had never seen a more melancholy figure than this young lawyer. It so impressed him that he told Lincoln if he felt so bad about such a small debt he was probably honest and he would save him the price of the bed by allowing him to sleep with him in a room over the store. Lincoln accepted and moved in two saddle bags containing his books and a few extra articles of clothing, which were all his worldly possessions.

Speed and Lincoln became close friends. Young men of the town gathered at Speed's store to discuss politics, literature and questions of the day. Among them was William H. Herndon, with whom Lincoln was later associated in law practice. Another was Stephen A. Douglas, later United States senator. As an outcome of one of their discussions of politics Lincoln and Douglas, each with three followers, put on a four-night debate in the Presbyterian church. This was a forerunner of many Lincoln-Douglas debates which later received the attention of the whole country.

After Springfield became the capital, social activities grew in importance and it was at one of these gatherings that the young lawyer met Miss Mary Todd. On November 4, 1842, Lincoln and Miss Todd were married at the home of Ninian W. Edwards, where the present Centennial building stands. The bride was from Kentucky and was visiting her sister, Mrs. Edwards.

Mr. and Mrs. Lincoln lived at the Globe tavern for some time after they were married. It was while they were residing there that Robert, their first child, was born.

Lincoln served in the Springfield city council and in 1846 was elected a representative to Congress from this district.

Among the many places of interest to be seen in Springfield today is the old Lincoln home at Eighth and Jackson streets. Here the Lincolns lived from 1844 until a short time before they went to the White House. The home is open to the public and is visited by thousands every year. Mrs. Mary Edwards Brown, a granddaughter of the Edwardses, at whose home Lincoln was married, now lives there. In this house is the book case Lincoln used in his law office. There is also Mrs. Lincoln's jewelry and many pieces of furniture from the Edwards home.

Lincoln bought the house, a two-story frame building of black walnut, oak and pine, for $1,500. Its exterior and interior appearances are much the same today as they were during the seventeen years he lived there, except that the comfort and convenience of a telephone, electricity and steam heat have been added.

Where Lincoln Sleeps

Lincoln's tomb in Oak Ridge, a Springfield municipal cemetery, has become a shrine for the whole world. After being moved many times the remains were placed in a cemented vault beneath the floor of the tomb, ten feet directly under the sarcophagus on September 26, 1901. In the tomb is a room where Lincoln pictures, busts and other mementoes are shown. H. W. Fay, the custodian of the tomb has here the largest collection of Lincoln pictures extant.

A record of visitors to the tomb in 1907 showed that there were about 20,000. The number has been increasing every year. In 1922, there were 57,940. They came from all parts of the United States and from many European countries.

Tablets now mark the sites of Lincoln's law offices, the church in which he worshipped and many other places. These are not only an inspiration to people of Springfield and Illinois, but to all Americans and many foreigners.

State Buildings

The buildings of the state are grouped a few blocks from the business district. The cornerstone of the present capitol was laid October 5, 1868. It is typical of middle nineteenth century American architecture, with its four wings surmounted by a huge dome attaining a height considerably over 300 feet. When erected, this building housed all state offices. In a few years, its quarters were outgrown and, while in the original plans the capitol was to contain only three floors, use has been made of space beneath the roof until today it has five floors.

About fifteen years ago, the supreme court building was



Douglas Statue on the State House Grounds.

Menard Statue on the State House Grounds.

THE CAPITOL OF ILLINOIS

Digitized by Google

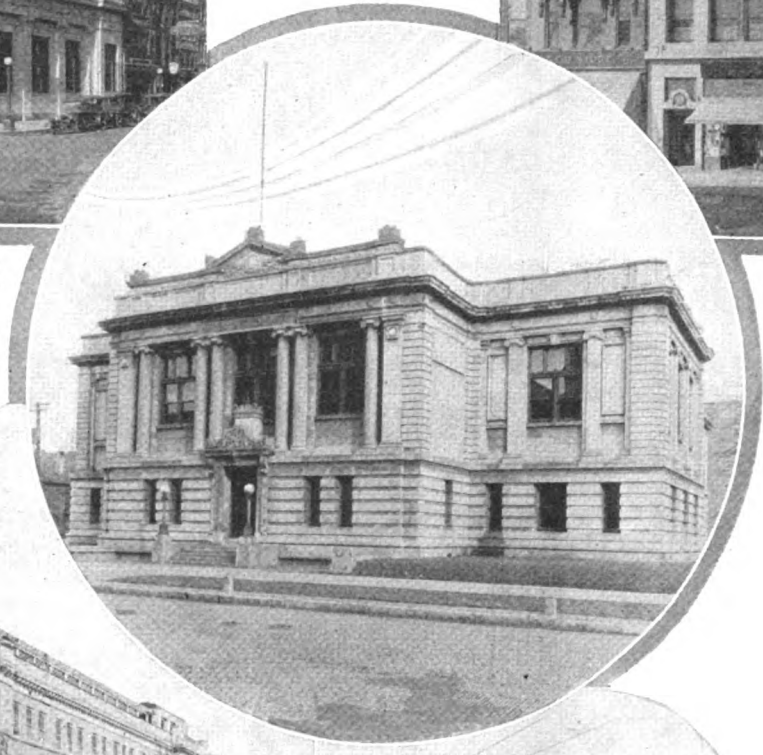
SPRINGFIELD HAS MODERN BUILDINGS



First National Bank Building, one of the most recently completed office buildings in the city.



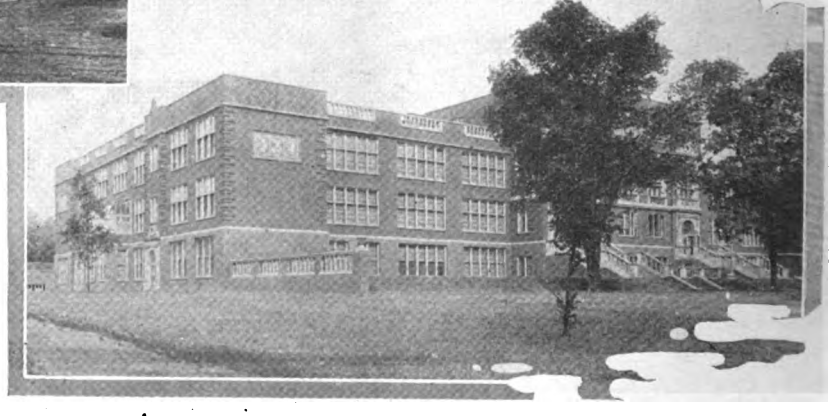
(Above) Reisch Building, another modern store and office building.



(Left) Public Library.



St. John's Hospital, one of the largest in the state.



Senior High School.

Digitized by Google

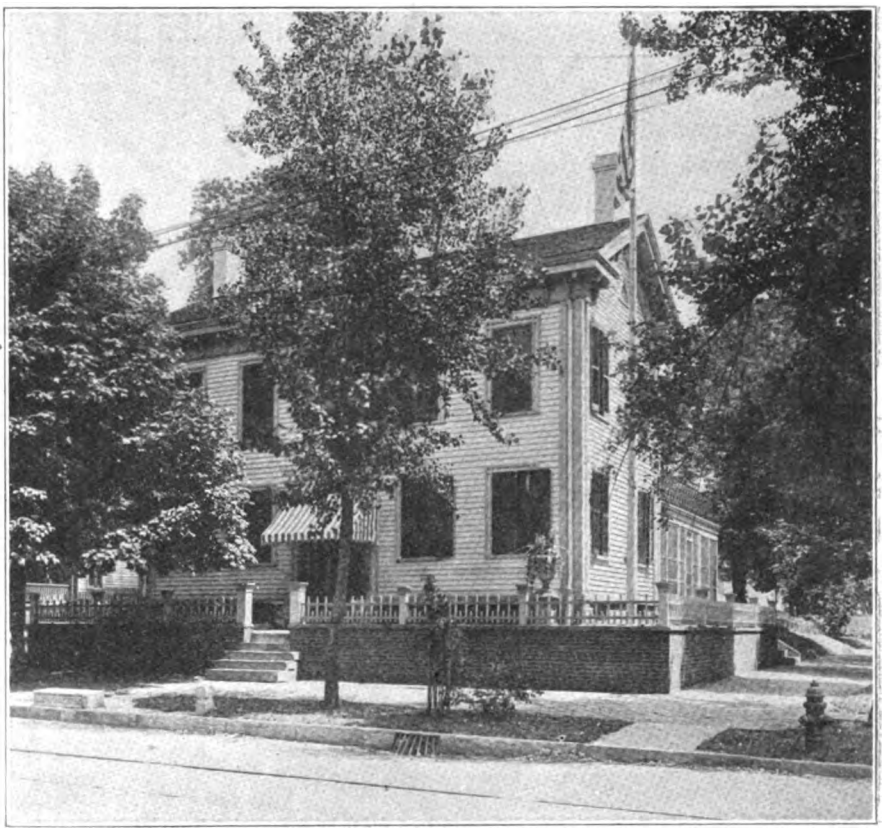
erected opposite the capitol. It is an imposing structure of gray Bedford stone and houses the supreme court, the appellate court and the office of the attorney general. Its law library is one of the most complete in the United States.

One of the most impressive structures is the new Centennial building, now nearing completion. This edifice was provided for by state enactment to commemorate the one hundredth anniversary of the admission of Illinois to the federal union. Springfield's contribution toward it was a subscription of $100,000 for the acquisition of the ground upon which it stands, covering two city blocks. Having learned by experience that the state has the habit of quickly outgrowing its buildings, plans for the new structure reveal that it is capable of expansion into a much larger building. Its exterior design is expressive of its monumental and commemorative character. The chief architectural motive is a Corinthian portico of twelve columns, flanked by pavilions with pilasters of the same character, the whole resting on a high rusticated podium or basement story.

The state arsenal, also in the group, is an immense structure, one block in length, containing an auditorium with seating capacity for 8,000 persons. It contains the state natural history museum, an interesting collection representing bird and animal life in many countries.

A few blocks from the state group of buildings is the governor's mansion.

The Illinois house of representatives and the senate meet in the capitol. Headquarters of the various administrative departments of the state government are there. Also there are the Illinois State Historical Society and Memorial Hall. Telephone people may be especially interested in the latter in that Colonel Inman, the custodian, was a pioneer in our own business. He was in a telephone company in the northwest about thirty years ago and at that time opened the first exchange in Fargo, N. Dak.



THE OLD LINCOLN HOME IN SPRINGFIELD, ILL.

Under his care now are relics of various wars in which Illinois soldiers participated.

From Springfield came General John A. McClernand and General John M. Palmer, the latter also being one of Illinois' governors. It was in Springfield that U. S. Grant started his civil war service that took him to the White House as President. He was appointed a colonel by Governor Richard Yates and was called from Galena to Springfield to take command of the Twenty-first Regiment, Illinois Volunteers. On July 3, 1861, he left Springfield with that regiment.

Others who called Springfield "home" are Nicholas Vachel Lindsay, Edgar Lee Masters, Brand Whitlock and Dr. Frank Crane, living poets and authors.

One of the public spirited men of foresight who has aided the industry and civic affairs of Springfield and without mention of whom a story of the city would be incomplete, was John W. Bunn. For seventy-three years he was connected with the business affairs of the community. He was one of the first group of men to back Lincoln for President. The Lincoln and Bunn families were friends. Accumulating a considerable share of the world's goods early in life, Mr. Bunn was always generous in the extreme. Innumerable charities, civic projects and capable young men owe their success to his kindness of heart.

Big Industries

Mr. Bunn's life in Springfield, from 1847 to 1920 when he died at the age of ninety-one years, covered the time when the commercial aspects of the city increased in importance. Situated in one of the country's best corn producing sections, it has become quite a milling center. However, Springfield is not primarily an agricultural community. Nature has been kind to it in



HOME OF THE SANGAMO CLUB

Digitized by Google

SPRINGFIELD TRAFFIC FOLKS



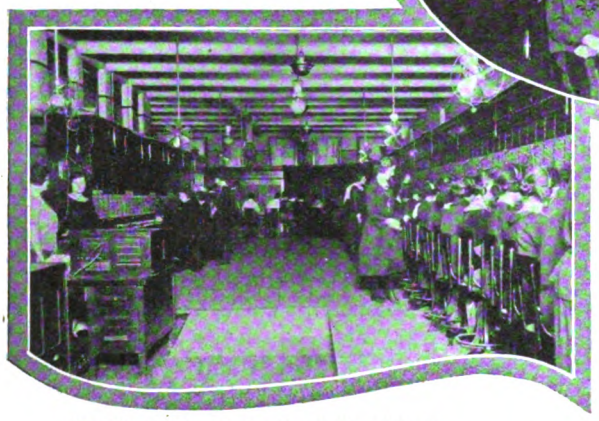
In the district traffic office. Miss Geer, chief clerk, standing; Miss Semple (left) and Miss Hesse.



Seated—Mrs. McDow, chief operator (left), and Miss Lehnen, assistant chief operator. Standing, left to right—Mrs. Foster, evening chief operator; Miss Finnegan, evening toll chief operator; Mrs. Cusick, toll chief operator; and Miss Waters, assistant chief operator.



The Evening Operating Force.



Showing Part of the Local Switchboard.



Some of the Girls on Duty During the Day.



In the Lunchroom.



B. G. Seymour, District Traffic Manager.



Where Toll Calls Are Handled.



Night Girls in the Rest Room. Second from the left is Mrs. Hughes, Night Chief Operator.

—L

Digitized by Google

another way. Underlying practically all the land of Sangamon county are large veins of coal.

Some of the mines are right in the city. When a Springfield telephone man, or any other resident, discovers that the family coal bin needs to be replenished, he calls a local dealer. That individual takes a truck to a mine, gets the amount ordered and delivers it the same day. This direct-from-the-mine-to-your-basement means a price not exceeding $4.75 a ton.

The low price of coal to residents is one feature. But Sangamon is the second coal producing county of Illinois, and a comparatively small portion is used locally. The rest is sold in other sections of the country. From these sales in the busy season $1,000,000 a month goes into payrolls of men at the mines.

While the price of coal to residents is low, it is correspondingly lower for manufacturing purposes. This and the fact freight shipments can be made over seven railroads have attracted many industrial plants. Here are manufactured electric meters, watches, boilers, garage equipment, miners' lamps, metal pencils, automobile tires, snow plows, street cleaning machinery, hydraulic machinery, canned goods, farm machinery, auto trailers, powder and dynamite, furnaces and many other things.

Many good hotels and comfortable tourists camps care for the constantly increasing number of visitors. Many conventions are held there because of the central location of the city, just twenty-three miles west of the geographical center of the state. When the legislature is in session, it is not uncommon to have delegations of from ten to 2,000 persons sponsoring or opposing a bill.

Located two miles northeast of the state house are the Illinois State Fair Grounds. Products of Illinois farms and factories are here shown before large crowds each year. The 160 acres now used were donated by Sangamon county. The state plans to more than double this by purchasing adjoining land.

Another attraction is the old village of New Salem, which is now a state park. The old Rutledge tavern, where Lincoln lived, has been restored as have most of the other buildings. It was there the great emancipator studied law and was a clerk in a store. The place is an hour's ride by automobile from Springfield.

The capitol is the hub in the state's hard road plans, work on which has been progressing several years. Already there is a hard road to Chicago, and another to St. Louis.

Springfield's financial needs are cared for by nine banking institutions. It has never had a bank failure. The Springfield Marine Bank, founded in 1851, is the oldest bank in Illinois, and one of its depositors was Lincoln.

There are two daily newspapers. One of these, the *Illinois State Journal,* is the oldest paper in the state, the first issue having been published under the name of the *Sangamon Journal* on

(Continued on page 10.)

COMMERCIAL DEPARTMENT MEN AND WOMEN OF SPRINGFIELD



Commercial Office, 422 South Fifth Street.



E. R. Cogswell, Manager of Springfield and other towns in that district.



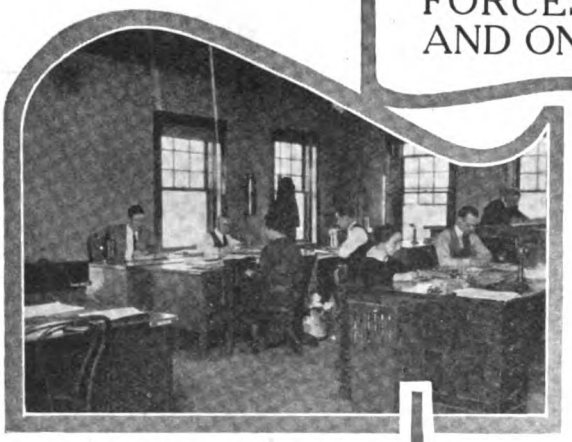
A. J. Parsons, Illinois Division Special Agent for Interest Companies.



Miss Grace Helenthal of Mr. Parsons' Office.

Digitized by Google

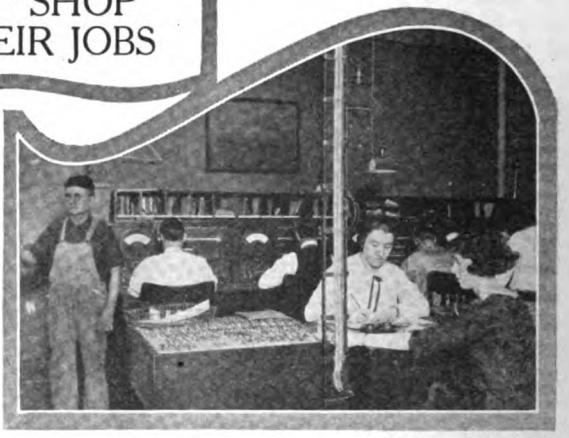
SPRINGFIELD PLANT FORCES, THEIR "SHOP" AND ONE OF THEIR JOBS



In the district plant office. Left to right —E. R. Millard, Beatrice Hunsaker, Lulu Ingels, L. Kochendorfer, George Moore, J. H. Boyce and F. T. Ridge.



The warehouse and garage at Ninth and Jefferson streets.



At the repair desk in the exchange building. The girls are Miss Lyda Tuxhorn and Miss Mary Jane Knox. At the left is Mr. Lohmier, house service man. The young men with their backs to us are Messrs. Reeves, Robbins, Schroeder and Wines.



E. R. Millard, District Plant Chief.



P. G. Mueller, District Engineer.



Construction crews.



At the assignment desk, C. F. Freer, V. M. Fitzgerald and W. R. Pickering.



(Left) C. R. Bebee, storekeeper, and his helpers. Left to right—Harold Harmon, T. P. Keeley, C. W. Hill and Mr. Bebee.

A-1 workmanship. A 600-pair cable placed recently by Springfield construction forces.

Digitized by Google

SPRINGFIELD OFFICES OF THE DIVISION AUDITOR OF RECEIPTS



At the "Postage Meter," the new machine which post-marks, stamps, seals, counts and stacks letters.



Busy lads in the Addressograph Section.



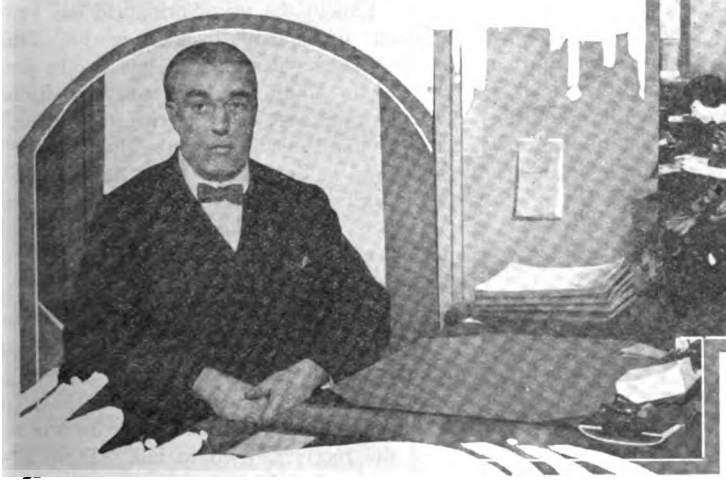
One of the two floors of the Illinois Receipts Division at Third and Monroe Streets.



Another view of the Accounting offices.



The section where the stenographers hold forth.



F. E. Smith, Illinois Division Auditor of Receipts.

Digitized by Google

The Place Lincoln Called "My Home Town"

(Continued from page 7.)

November 10, 1831. H. W. Clendenin, editor of the *Illinois State Register*, the other daily, is a man of Lincoln's time.

Springfield's public spirit today is evidenced by a Chamber of Commerce of 2,000 members. Also there is the Springfield Automobile Association and Rotary, Ad Men's, Lions, Optimists and Kiwanis clubs. In addition to the commercial and business associations there are a number of social and fraternal organizations, many of which possess fine club houses. These included the Sangamo Club, Illini Country Club, Elks Club, Knights of Columbus, Masons and many others.

In Springfield there are fifty-eight churches representing all denominations, as well as ten missions.

Notable among the school buildings is the senior high school, completed in 1918 at a cost of $800,000. There are several junior high schools and eighteen grade schools. Also the city has eight parochial schools, two business colleges, schools of music, a law school, divinity college and three academies for young women.

The municipal government has been the commission form since 1911. A mayor and four commissioners administer the city's affairs. These men are projecting the biggest program of municipal improvements ever undertaken in the city. Carrying out the scheme will involve an expenditure exceeding $3,000,000. The business area, commencing early this spring, is to be entirely repaved, streets widened and an ornamental lighting system put in.

The Telephone in Springfield

Telephone service in Springfield is rendered by an efficient corp of men and women of the Illinois Bell Telephone Company. This company succeeded the Central Union Telephone Company, also a Bell organization. It was with the consolidation of the Union Telephone Company, which gave the capital its first telephone service in the early eighties of the last century, and the Central Telephone Company that the name "Central Union" originated.

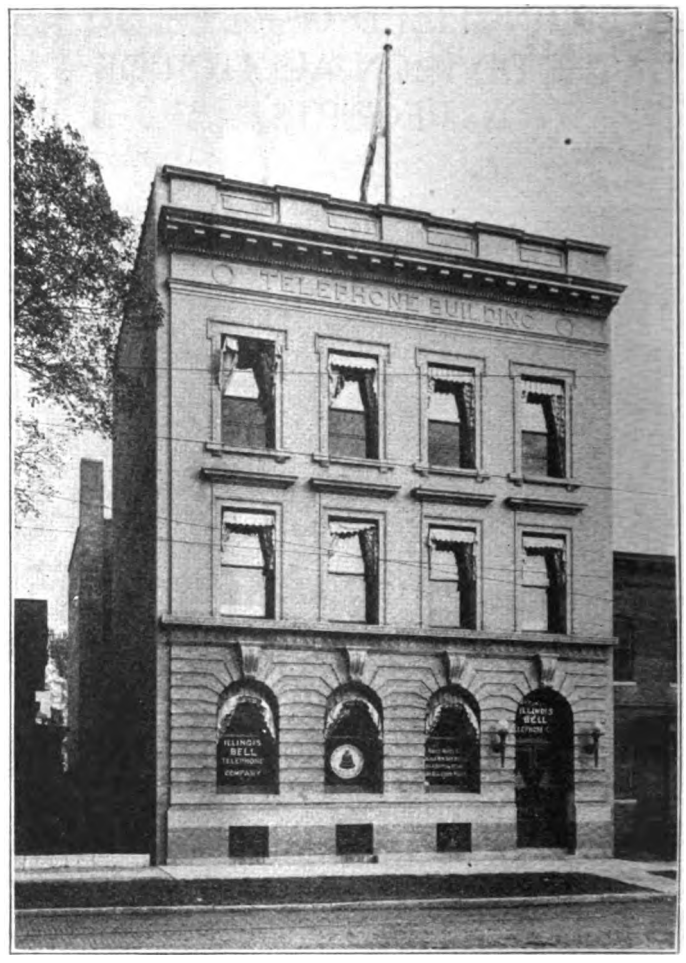


STATUE OF LINCOLN ON THE STATE HOUSE GROUNDS

The telephone has always kept pace with the city's growth. The number of stations has increased as steadily as has the population. All telephone wires in the business district are underground. Work on additional facilities, both outside plant and in the central office, has recently been completed. The local switchboard now serves about 15,000 stations.

E. R. Cogswell is the commercial manager of Springfield and other towns in the district. Also located there are B. G. Seymour, district traffic manager; E. R. Millard, district plant chief, and P. G. Mueller, district engineer.

The traffic force is in charge of Mrs. Helen McDow, chief operator, who has been with the company several years and has served in the traffic department in various capacities. Plant Chief E. W. Miller is in charge of the maintenance and repair work at the exchange building. Reporting to Mr. Cogswell is H. E. Jeffery, chief clerk in the commercial department, who also has been in the telephone business many years.



TELEPHONE BUILDING AT 422 SOUTH FIFTH STREET, SPRINGFIELD

The commercial and traffic offices are in the exchange building, 422 South Fifth street. At Ninth and Jefferson is the telephone company's new garage and warehouse. The district plant chief and district engineer have their offices there.

Also located in Springfield is the office of Frank E. Smith, Illinois division auditor of receipts. The ninety-six employees in this department have two floors at Third and Monroe streets.

A. J. Parsons, division agent for interest companies, has an office in the Reisch building.

Something has been said about the men Springfield has produced or developed for public life and the business world. This inspirational atmosphere, or whatever it may be, seems also to pervade the telephone organization. Many men in executive positions with this and other Bell companies once called Springfield "home." One of these is C. H. Rottger, president of the Indiana Bell Telephone Company, who lived in Springfield from 1892 to 1920. While there he served as local manager, district manager and division superintendent. He was general manager of the Central Union Telephone Company for the Illinois division when he left.

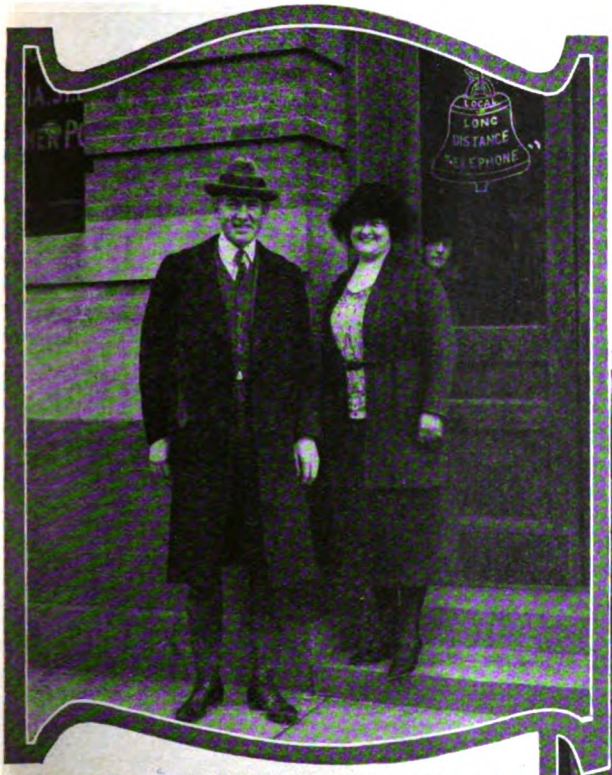
Ignorant of Telephone; Must Be a "Rube"

DRESSED in out-of-date fashion, a young woman stepped into a cloak store in Fort Madison, Iowa, and asked permission to use the telephone. Apparently ignorant of how to operate one, she turned the crank of a pencil sharpener on a desk and then, without raising the receiver, tried to talk. Store attaches laughed. They were convinced she was a "rube." She then bought a dress, giving a check for $50. Later the check came back marked "no funds."

—L

Digitized by Google

SEEN BY THE CAMERA'S EYE IN CHICAGO, SPRINGFIELD AND QUINCY



Mr. and Mrs. C. H. McDow. Mrs. McDow, chief operator in Springfield, was Miss Helen Gaffigan. They were married December 23.



Scene where the spirit of service was again displayed by telephone operators. When the Dearborn railroad station in Chicago burned in December the P.B.X. board was located in this room. The operators, Misses Mamie Scully, Lillian Michnick and Betty Fennell, left only when ordered out by firemen.



Remember 'way back when Collector Harry Furnifur rode a motorcycle? He is captain of collectors now, and 'tis said he pilots an auto.



Unit committee of the employees' federation recently organized in Quincy. Standing, left to right: T. Kaessen, chairman; E. Rothgeb, third alternate; C. Tommamichel, second alternate. Sitting, left to right: A. Wansing, vice chairman; R. Sommer, secretary, and L. Seckman, first alternate.



Remember when this sanctimonious looking quartette had their physiognomies snapped at the Rogers Park bench, Chicago? Wonder who they are?

Digitized by Google



SOME OF THE TELEPHONE EQUIPMENT OF THE YELLOW CAB COMPANY, CHICAGO

Here are shown the order tables, where calls from patrons are received; the table to receive calls from drivers; the information and ticket filing desk, and, in the background, the P.B.X. of twenty-one positions, where general office calls and calls of cab dispatchers are handled. Above at the right is one of the two display boards used to keep order takers informed of the supply of cabs.

THE STORY BACK OF A WELL-KNOWN NUMBER

Telephone Equipment That Meets The Peculiar Needs of the Yellow Cab Company, Chicago

By Charles H. Vial, Traffic Department, Division No. 2

CHICAGO has the largest taxicab company in the world. Since 1915 the Yellow Cab Company has operated an ever-expanding fleet of cabs of distinctive color and design.

As the telephone company knows the value of standardization of equipment, so does the taxicab company. The latter has a standardized cab, and it is these same cabs which are used in various parts of the United States and some places abroad.

When the Yellow Cab Company's methods became known outside of Chicago, a demand for its standardized cabs was created in other communities. This led, in 1920, to the organization of the Yellow Cab Manufacturing Company, and its business in the manufacture and sale of cabs is nation-wide.

To know exactly what facilities and equipment are required by the Yellow Cab Company, Mr. Vial was assigned to make a special study of their business. His investigation took six months, during which time he was practically a part of the cab company. The installation for the Yellow Cab Company is now complete, except as extensions may be required.

Because the taxicab business is a peculiar one, unlike any commercial institution, it was necessary to assemble and arrange the telephone equipment to meet the particular needs of this company. This equipment probably would not be suited to any other business.

In every line of business constant effort is made to increase production and reduce waste. Waste in the cab business is represented by the idle time of cabs while waiting for loads and the mileage traveled between loads.

In order to reduce the waste to a minimum, three methods have been provided for the public to obtain taxicabs—telephoning an order to the cab headquarters, hailing a cab on the street, or going to a cab stand. These three methods have been

Digitized by Google



CHARLES W. GRAY
Vice President and General Manager of the Yellow Cab Company, Chicago.

steadily pursued and developed through ample installation of the most improved type of telephone apparatus, advertising, instruction of drivers to be on the alert for "pick-ups," and the opening of new cab stands wherever business warranted.

Eighty cab stands are maintained in Chicago and the nearby suburbs. These are connected with the Yellow Cab headquarters at 57 East Twenty-first street by telephone.

Some idea of the volume of business of the Yellow Cab Company can be had from the fact that 18,762,914 passengers were carried in 1922. Last year it employed 3,200 drivers and operated 1,614 cabs, which traveled 67,352,417 miles.

It is the telephone department in which we are most vitally interested. This must always keep pace with the development of the cab business, and to appreciate the problems involved it is necessary to consider the growth of the business and the other elements which affect it.

The growth of its telephone business has been rapid. The year 1920 showed a thirty-five per cent increase over 1919; 1921 showed a forty-two per cent increase over 1920, and 1922 showed about a forty-five per cent increase over 1921. Each year its business increases during the fall and winter, starting early in September and reaching its peak in February, and after falling off slightly in the spring, remains somewhat lower through the summer.

While this is the general nature of the load. fluctuations are caused by all events of public importance, and by the weather. The first of these can generally be anticipated and provision made by concentrating cabs at the proper place in time to care for the rush. Sudden changes in weather, however, cannot be foreseen. Rain, snow or sleet create the heaviest demand for cabs, and it is under these conditions that the telephone department is taxed to its utmost.

During the latter part of 1921, an average of 6,500 telephone calls a day was being handled, while on Christmas day this figure jumped to 60,000 calls in twelve hours. Again in March of last year, when 8,600 calls were handled on the average week day, a rainy afternoon caused 10,000 calls to be placed during one hour. Such extreme fluctuations of traffic require ample equipment and a large and well-trained operating force to give the public service.

A very striking picture of the growth of telephone requirements of the Yellow Cab Company can be obtained from a comparison of equipment installed in July, 1915, and that required today:

July, 1915.	*December, 1922.*
2 P.B.X. positions.	21 P.B.X. positions.
	9 Auxiliary P.B.X. positions.
	60 Positions of order table.
	8 Positions of drivers' table.
	4 Position information and ticket filing desk.
	2 Position observing and monitoring desk.
	2 Electrical display boards.
2 Trunk lines.	125 Trunk lines.
8 Terminals.	117 Terminals.
1 Connecting trunk.	19 Connecting trunks.
	74 Mileage terminals.
	1 Ticket conveyor system.
	3 Sections of head-set cabinets with a capacity of 150 sets.

The present installation is the result of a careful study of the Yellow Cab Company's telephone business over a period of a year, followed by conference between the officials of the Yellow Cab and the telephone company to determine how best to meet their requirments at the present time and to provide for future growth. A detailed description of the equipment and its operation will be of interest to telephone people, not alone because it is the largest installation of its kind in the world, but also because of the unique features included.



WILLIAM AXT
Manager of the Telephone Department of the Yellow Cab Company.

Display Boards

One of the most important factors in the proper handling of the telephone orders is keeping the order takers informed as to the supply of cabs at each of the cab stands. To do this, it is necessary for the agent, who is the man in charge of the stand, to advise the dispatcher in the cab company's telephone department whenever he is short of cabs, and this information is in turn displayed on boards located in full view of the order takers. Each stand is given a section on these display boards, showing the name of the stand and its approximate location by street numbers, north or south and east or west, and has associated with it three lamps—green, white and red. Only one lamp is lighted at a time, the green light indicating that cabs are available and orders are to be accepted; the white light that there is a shortage of cabs and orders may be accepted only on a basis of a possible thirty minute delay; the red light that no cabs are available and orders cannot be accepted.

Order Table

The sixty positions of order table are arranged in three lines of twenty positions each. Ten positions on a side with eighteen double throw locking keys appear in front of each pair of opposite order takers. Ninety incoming trunks, CAL umet 6000, are provided for the public to place their telephone orders, and are connected to these keys and multipled once in each table. The three order tables are multiples of each other, thus providing for six appearances of each trunk available for twelve order takers.

At either end of the line of regular listening keys are located three keys, one to transfer calls to the general office P.B.X., a second for transferring calls to the information ticket and filing desk, and the third key for operating a supervisor's call.



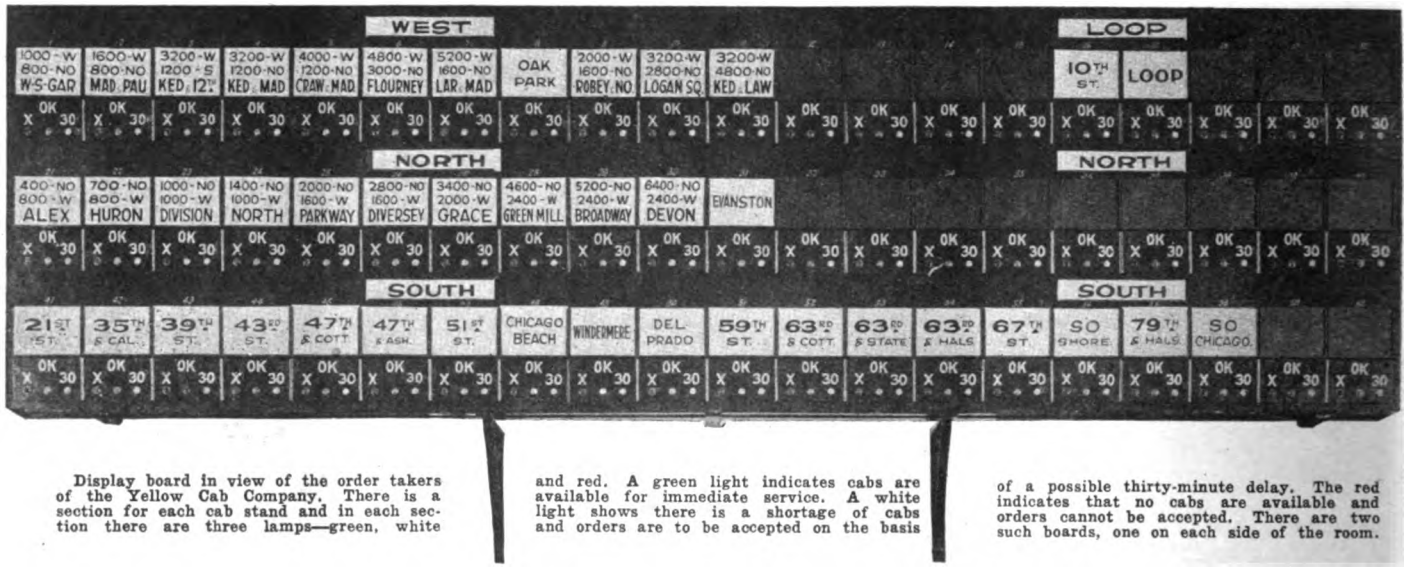
MISS GERTRUDE JOSEPH
Chief Operator for the Yellow Cab Company, Chicago.

The order takers answer all calls placed on the CAL umet 6000 lines and record the orders received. On calls where the calling party wishes to talk with an individual or other department of the Yellow Cab Company, the call is transferred to the general office P.B.X. Calls requiring reference to previous orders and requests for rates, etc., are transferred to the information and ticket filing desk.

Drivers' Table

The drivers' table is separate from the order table and consists of eight positions equipped similarly to the order table, except that the entire group of drivers' lines

Digitized by Google



Display board in view of the order takers of the Yellow Cab Company. There is a section for each cab stand and in each section there are three lamps—green, white and red. A green light indicates cabs are available for immediate service. A white light shows there is a shortage of cabs and orders are to be accepted on the basis of a possible thirty-minute delay. The red indicates that no cabs are available and orders cannot be accepted. There are two such boards, one on each side of the room.

is multiplied before each pair of opposite positions. Lines are provided from the drivers' table to each group of dispatchers.

Drivers discharging loads more than a mile from a cab stand proceed to the nearest public telephone and call in over the drivers' group to this table where the operator learns his location and transfers him to the dispatcher handling the area in which he is located. The dispatcher gives him an order in his vicinity, if one is available.

The P. B. X. CAL umet 7440

The first three positions on the switchboard are used for general office P.B.X. purposes, and in these positions are handled all incoming and outgoing calls from and to the public, from the officials and departments at the Twenty-first street headquarters and the branch garage headquarters. This in itself requires fifteen trunk lines, forty-two terminals and fifteen connecting trunks. The remaining eighteen positions are used as dispatchers' positions. For convenience, the dispatchers are arranged in four groups to handle the eighty cab stands, located in the north, west, south and loop sections of the city. Each group consists of a chief dispatcher and as many dispatchers as are necessary. The mileage terminals connecting the cab stands with the Twenty-first street headquarters appear before the dispatchers. Each dispatcher is assigned certain cab stands and must keep in touch with the supply of cabs at these stands, regulating the signals on the display boards accordingly. The signals shown on the display boards for each cab stand are controlled by the dispatcher handling the stand.

The dispatcher transmits orders for cabs to the agents at the cab stands, or when the opportunity offers gives one directly to a driver calling in from a public telephone.

Information and Ticket Filing Desk

The information and ticket filing desk consists of four positions, two on either side. In the center, and available for all operators, is a turret containing telephone equipment and a rack of pigeon holes for filing all completed order tickets. The group of drivers' lines and the entire group of ninety CAL umet 6000 lines are multiplied in both sides of the turret. Signals appear on lamps associated with these lines whenever a call is transferred from the drivers' or other table. Operators on this desk handle calls requiring reference to previous orders, requests for rates and any other miscellaneous information, as well as filing completed order tickets delivered by the distributing messenger.



GARAGE AND GENERAL OFFICES OF THE YELLOW CAB COMPANY

Observing or Monitor Desk

A two-position observing and monitor desk has been installed, which shows how calls are being handled on the order and drivers' tables.

Ticket Conveyor

A ticket conveyor is provided, which passes down the center of each line of order tables and delivers all order tickets to a central stand, from which they are distributed by messenger.

Head-set racks of the type used by the telephone company are provided for storing the operators' telephone head sets.

When ordering a Yellow Cab by telephone we have be-

Digitized by Google



P. B. X., MONITOR AND INFORMATION BOARDS OF THE YELLOW CAB CO. CHICAGO





come accustomed to calling CAL umet 6000, giving an order and awiting a few minutes for a cab without giving any thought to what must take place to bring the cab to us promptly. Having the description of the equipment in mind, we will follow an order through to see what takes place.

The cab patron calls CAL umet 6000 and the signal appears on the order table. An order taker answers and records the following information on a ticket: Name, telephone number, address, house or apartment (apartment number or letter, if any), time cab is wanted, order taker's personal number, and the time order was placed.

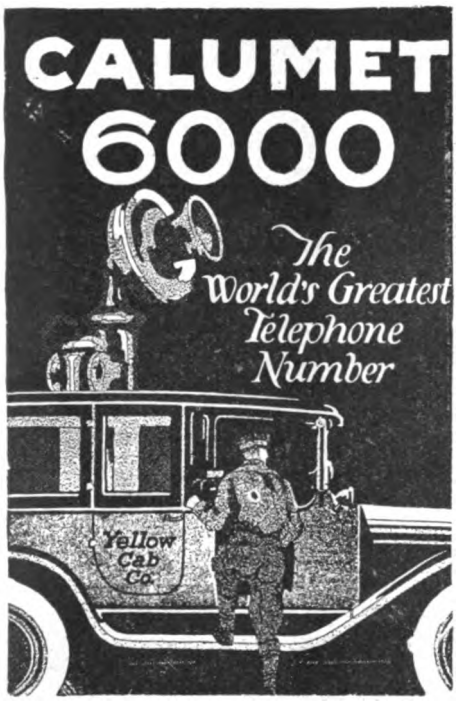
The acceptance of the order depends upon the light shown on the display board for the cab stand serving the area where the cab was ordered. The order taker places this ticket on the conveyor and it is carried automatically to the distributing messenger. She in turn takes the order to the chief dispatcher of the group serving that section of the city and it is passed to the dispatcher handling the nearest stand, who gives the agent the order. He records the details on a drivers' ticket and then gives her the driver's name and number of the cab to be sent on the order. This information is entered on the ticket, together with the time the order was given to the agent, the time the cab was sent and the dispatcher's number. The ticket is then picked up by the distributing messenger and carried to the information and ticket filing desk, where it is filed.

The agent hands the driver's ticket to the cab driver sent on the order, who, in case he cannot find the patron, reports either to the agent or goes to a telephone and calls the drivers' table from which he is transferred to the information and ticket filing desk so that his order may be compared with the order taker's ticket. Every effort is made to prevent a "no load" resulting on any order that has been received.

George T. Lafferty is superintendent of traffic of the Yellow Cab Company.

William Axt is the manager of the telephone department. He is well known to telephone people, as he was with our company for seventeen years, leaving last May to take up his present duties. The force in this department is made up of nearly 200 operators, supervisors and dispatchers divided into three forces, day, evening and night, in charge of Miss Gertrude Joseph, chief operator; Thomas Murphy, evening chief operator; Walter Rusk, night chief operator; Matthew Finkelstein, senior supervisor, and Miss Jean

Digitized by Google



COVER OF BOOKLET ON ITS SERVICE—ISSUED BY THE YELLOW CAB COMPANY

Clyne, general supervisor.

Careful attention has been given to the welfare and comfort of the employees by providing rest, lunch and locker rooms for their convenience when on duty. The personal contact department, together with an able corps of doctors, dentists and nurses, keep in touch with all employees who are unable for any reason to report.

The entire development of the Yellow Cab Company has been under the able direction of John Hertz, first as its general manager and later as president, which position he still holds. When this change was made, his assistant, Charles W. Gray, was advanced to the position of vice president and general manager and continues in this important place to coördinate the work of the various departments of this great corporation. Mr. Gray is also vice president of the Yellow Cab Manufacturing Company.

From the beginning a policy of advancing men in the organization to fill openings and vacancies has been carried out. Today many of the important positions are filled by men who started as agents or drivers.

How I Can Help in Promoting Safety

WHAT can I do?

This was the thought that ran through my mind when I was handed the latest safety bulletin with my pay check. It was a thought that has dwelt obscurely in the back of my mind for a long time but had never been given any special consideration. To-day, however, it persisted in coming to the front. It was the first time that I had ever concentrated on the subject.

Safety literature has been handed to me during each month and I have usually glanced at it but did not give it serious thought, as a rule just scanning the picture portrayed thereon. To-day I was given a bulletin which vividly portrayed an accident, which was the result of gross carelessness, and it just seemed to strike home. Through my mind ran the picture of just what my family would do if I were brought home crippled—maybe for life. Right then and there I decided that I would go in for this safety movement—because I owed it to my family, myself and my fellow workers.

I looked through a bureau drawer at home and found several other crumpled bulletins that I had not even looked over. I opened them carefully, smoothed out the creases and read the message on each one. Strange, I thought, that I had never felt that these messages meant something to me and were intended to keep safety always in my mind. Well, it was not too late and I would pay more attention because I can always learn something new and these lessons certainly do hit right to the point.

Here are some of the things that I decided I would do in a quiet, unassuming way. First of all I decided to be ever on the alert for dangers of all kinds. No matter where I go or where I am working I am always going to keep my eyes peeled for things that are not right. You never can tell, but just by observing things it may be the means of saving some other fellow's life, or even my own. By following out this little program I will make—Safety First—Last and Always—my daily motto.

Just suppose that I were walking through a shop or an office and saw a fellow employee standing on a step-ladder that had not been opened properly and which might throw him to the floor causing a serious accident. The employee should be warned of his danger so that there would be no danger of a repetition. Why, when I come to think of it, this is only one of the many ways in which I believe I can do my part in advancing accident prevention.

Then there is neatness to consider. This is one of the first and most important steps towards safety and I surely can help everybody I work with and for if I assist in keeping my department clean. It is all the same whether a man works in a shop or an office, according to the way I have it doped out. There are always things thrown around—tools and wastebaskets and other things—that may cause an accident. There is a place for everything and everything should be in its place.

I'll tell you another thing that I thought of and that made a deep impression on my mind. That was the fellow we call the "Chance Taker." I know that it does not pay in the end. Many times have I watched the fellows around me and have seen some of them take awful chances merely to hurry a job through. Some think that by being careful we slow down a job but we can all hurry carefully. Afterwards when they get together I have heard them laugh and joke about it. I fail to see the joke now as I used to and some day they will wake up and realize that taking a chance is not a joke to them. It was only the other day that one of the fellows was talking about an automobile trip he made last Sunday with his wife and children and how he beat a railroad train to the crossing. He took a chance. After I heard him tell the story I decided once and for all that I never would cross railroad tracks unless I was absolutely sure that there was no train approaching.

This is a big problem as anyone can understand if he will only think it over and then apply the lessons to himself, but I am in it heart and soul now and am going to do all that I can to prevent accidents.

A FELLOW WORKER

Don't Try to Please the Boss

ARE you trying simply to please the boss? Is your sole object to do your work in a way that will "get by" him? If so, you have the wrong idea. In turning out any kind of product, the person you should have constantly in mind and that you should aim to please is not the foreman, the department head, the superintendent or any other boss. The person it should be your aim to please is the one who will buy and use the thing you produce. The final boss of us all isn't the boss but the boss's bosses, the people upon whom he is dependent for orders and for his living—and your living.

When I write an article my concern isn't only to satisfy the editor, but to write something which will satisfy those from whom the editor and the owner draw their sustenance, namely, the publication's readers. Any ship-worker who glosses over a piece of imperfect work may succeed in having it pass the supervisor, but think of that ship-worker's awful responsibility should his imperfect workmanship cause the sinking of the ship with perhaps many souls on board.

No. The boss doesn't want you to turn out work which will simply get past him. He wants you to turn out work which will please those whom he has to please, the person who in the end foots the bill.—B. C. Forbes, in *Forbes Magazine*.

—L

Digitized by Google

TALKS ACROSS ATLANTIC OCEAN BY RADIO

Editors, Scientists, Engineers and Press Representatives in England Hear Voices of H. B. Thayer and J. J. Carty

FOR some weeks the scientific staff of the Bell System has been conducting experiments with special radio telephone apparatus and methods. During these experiments engineers of the American Telephone and Telegraph Company have used the station of the Radio Corporation of America at Rocky Point, L. I., to send signals and words to other engineers sent to New Southgate, England, to assist in tests and observe results obtained under all possible conditions.

On the night of January 14 complete messages were scheduled for transmission and President Thayer telephoned from his office to England, via Rocky Point radio station, as follows:

"This is Mr. Thayer of the American Telephone and Telegraph Company speaking from 195 Broadway, New York City, through the Rocky Point station of the Radio Corporation of America.

"The radio apparatus and system used in this test is made possible by coöperation between the American Telephone and Telegraph Company and the Radio Corporation of America and is the result of research and experimental work in the laboratories of the American Telephone and Telegraph Company and in the laboratories of the Radio Corporation of America and its associated companies.

"In 1915 the American Telephone and Telegraph Company transmitted a message across the Atlantic by radio telephone from Arlington, Virginia, to the Eiffel Tower in Paris, where it was heard and understood by our own engineers and by others. During 1915 we also sent a telephone message from Arlington part way across the Pacific ocean to the Hawaiian Islands where it was heard and understood by our own engineers and by officers of the United States Navy. Since then great improvements have been made in the art not only of radio, but of telephony and of radio telephony. In the experiments which we are now conducting we are making use of these improvements.

"Beyond a small group listening for this message in England, I do not know whose ears this message may reach. To all who hear it, I wish health and prosperity. Will you who are now hearing it inform me that you have heard it and tell me how clearly it comes to you?"

Mr. Thayer began speaking at nine o'clock, which was 2 a. m. Greenwich time, in England. At 9:11 word had been received back from England by cable announcing the complete success of the experiment.

General J. J. Carty sent a message at 9:07 p. m. and at 9:14 a cablegram arrived reading, "Purves recognized Carty's voice." This refers to Major T. F. Purves, who is engineer in chief of the British postal system. Further messages were sent by Mr. Gifford and others, all of which were distinctly heard by a group of editors, scientists, engineers and press representatives in England, invited to form an audience during the experiment.

During progress of the test, British press representatives cabled Mr. Thayer as follows: "Representatives of British press congratulate A. T. & T. Co. and Radio Corporation in their epoch making experiment, the success of which has exceeded their expectations, and in which they see the dawning of a new era in long distance speaking which will be of the greatest value to the press of the world."

Toward the end of experiment, a loud speaker was used successfully. The following message was received at 11 p. m. from Frank Gill, European chief engineer of the International Western Electric Company and president of British Institute of Electrical Engineers. "Loud speaker now being used—good results —great enthusiasm." "Your interview on loud speaker came through fine." A final message from Mr. Gill at 11 p. m. read as follows: "On conclusion of these most successful and historic tests which have made a profound impression, all those assembled at the London end wish to congratulate most heartily, the A. T. & T. Company and the Radio Corporation of America."

At the conclusion of experiment Mr. Thayer issued a statement containing the following important expressions: "These experiments are part of our effort to determine to what extent the radio telephone may ultimately be employed in talking across great bodies of water where talking through telephone wires is not feasible. We are making steady progress, but there is much more to be done before we can speak definitely about establishing practical commercial radio telephone service across the Atlantic.

"The tests we are now conducting are adding a great deal to the knowledge of the art. Some very important data have been obtained from the work of the American engineers sent to England and of those there. The tests have been very rigorously conducted and for weeks our scientific staff has been sending signals of many kinds under a great variety of conditions. Selected words with no context as a guide to their meaning have been repeated thousands of times. The quality of transmission at all times, and under all circumstances, and the functioning of the special receiving apparatus set up in England, as well as that in America, have been observed with extreme scientific care."

A. T. & T. Statement with Quarterly Dividend Check

THE following statement by H. B. Thayer, president of the American Telephone and Telegraph Company, was sent to stockholders with the quarterly dividend checks received January 15:

"There can be no better demonstration that the value of telephone service to the public greatly exceeds its cost than the continuing and increasing applications for exchange service and the constantly increasing use of toll and long distance lines.

"After a year of extraordinary plant extension undertaken with the expectation that by the end of this year we should have ample facilities and in spite of the fact that more telephones have been added than we expected, we are confronted with only a slightly diminished shortage of facilities. In a period of shortage of housing facilities, the flow of population is often in unexpected directions. City houses are turned into apartment houses and large suburban tracts more or less remote from city facilities become quickly covered with residences. The central offices and the underground conduits to furnish service in such districts must be of a permanent character to guarantee continuous service, and require a longer period of construction than the houses they serve. In such districts, and on account of such districts, there is still a shortage of facilities, although a less shortage than at the end of 1921.

"In other respects, including quality of service, financial operations and financial results, the progress during the past year has been gratifying.

"Although complete and final earnings figures for 1922 are not yet ready in detail, they will show, as usual, a substantial margin above dividend requirements."

A Good Friend

A YOUNG man may have many friends but he will find none so steadfast, so constant, so ready to respond to his needs, so capable of pushing him ahead as a little leather covered book with the name of a bank on its cover.—Thomas Lipton.

Digitized by Google

PRESIDENT ABBOTT'S YEAR-END LUNCHEON

A. S. Hibbard Tells of "Our Presidents"—Mr. Hale, Mr. Bangs and Mr. McRae Also Speak—Review of the Business During 1922

PRESIDENT ABBOTT'S year-end luncheon, given in the Bell Forum, Chicago, December 30, was attended by nearly 500 persons.

Mr. Abbott, A. S. Hibbard, F. O. Hale, G. W. McRae and W. D. Bangs were the speakers.

The committee in charge of the luncheon had prepared an elaborate entertainment program, but because of the death of Mrs. B. E. Sunny this feature was abandoned. At Mr. Hibbard's request, all stood with bowed heads for one-half minute in respect for Mrs. Sunny.

Year 1922 Satisfactory

Mr. Abbott reviewed the company's activities for 1922 and outlined some of its plans for 1923. He said:

"The year 1922 has been a big one in many respects and the results from the operations of this company are very satisfactory, due to the splendid team work among the three parties at interest —the public, the owners and the employees, and I congratulate all of you and those whom you represent on the fine results during the past twelve months.

"We also express appreciation of the helpful coöperation extended to us by the American Telephone and Telegraph Company and the Western Electric Company and the employees of these organizations.

"None of us are familiar with the vastness of our business, and a few figures covering our operations during this year will be of interest:

"Number of subscribers' bills mailed, 9,376,529.

"Number of individual coin box collections, 4,810,629.

"Number of copies of orders issued for installation work, 4,912,696.

"Number of general transactions with the public through the commercial department, 10,052,584.

"Company pay roll for year 1922, $28,200,000.

"Number of pay checks written in 1922, 900,000.

Annual Originating Calls

"Local, 1921, 1,229,541,298; local, 1922, 1,340,560,531; toll, 1921, 30,808,422; toll, 1922, 37,533,925.

"Taxes—1922, $4,133,000; 1921, $3,925,000; 1919, $2,096,000.

"Taxes were more than doubled in three years.

"The net gain in telephone stations will be slightly over 45,000, a smaller gain than in some previous years, although the station movement has been heavier. Total connected, 272,000; disconnected, 228,000; an increase of 30,000 in the first figure and 21,000 in the second figure over the previous year, making necessary the handling of 51,000 more operations.

"Our construction program has been the largest in the history of the company, aggregating $17,000,000 increase in the plant, or approximately eleven per cent, central office equipment represented one-third of this amount, including a continuation of the installation of the machine switching units in this building, the associated equipment in the other exchanges in the city, the installation of 547 positions of local and toll switchboard, three times the number installed in 1921. These installations involved 1,100 employees of the Western Electric Company. There were added in aerial and underground cable 1,460,000,000 feet of wire, or 276,515 miles (equivalent to 280 wires between Chicago and New York), representing one-twelfth of the annual output of the Western Electric factory.

"Transmission has been improved due to the work of our specially trained men, using specially designed apparatus for the location of troubles in our plant which the ordinary testing machinery will not develop. This has resulted in a gain of 33,000 transmission miles (a transmission mile is the loss in transmission which would be experienced in talking over one mile of 19-gauge cable).

Splendid Record in Accident Prevention

"Accident prevention has received a great impetus from the accident prevention committee, the supervisory forces, and the employees. Greater care is shown by the men and a greater regard for their fellows on the job. Days lost due to accident in 1921, 6,216; 1922, 3,576, a reduction of forty-two per cent. Accidents to some extent will prevail, and to relieve the suffering of our people in case of accident, first aid work has been taken up in the plant department in fifty classes, with an average membership of twenty-two. The interest in these classes, that we may be fitted to be of assistance in case of accident to a fellow employee, a member of the family, or the public, is demonstrated by our men taking up this work on their own time. There have been numerous cases where the training in these classes intelligently applied by our people has resulted in relieving suffering and, in some cases, the saving of life.

"The standard of service to the public established during 1921 has been maintained through the conscientious and applied effort of the people in the traffic department, both as to local and toll service throughout the state. This traffic was greater by ten per cent than in the previous year, and fourteen per cent greater in Chicago. Last week Thursday, the 21st, the city traffic department carried, with honor to itself and satisfaction to the public, the largest number of messages handled in this city—3,389,954, the busy hour of that day being from 10 to 11 a. m., when 357,000 calls were handled. This has been due to some extent to a better trained force with longer experience. In 1920 the force turnover in the traffic department in Chicago was ninety-two per cent; 1921, sixty-six per cent; 1922, forty-five per cent.

Redistribution of A. T. & T. Stock

"A somewhat novel and entirely new line of work was undertaken in the commercial department in July, when a campaign was started with the assistance of the employees in all departments, to redistribute the stock of American Telephone and Telegraph Company so that a larger representation of shareholders would be located in this state. Our goal was to interest a sufficient number of investors to acquire 12,000 shares at market price, through brokers or banks. This campaign resulted in the sale or redistribution of 22,000 shares, made to 1,891 purchasers, the average being eleven shares per transaction. These new stockholders represent 153 lines of occupation or endeavor.

"Visiting week has resulted in a closer relation between the public and the company, and particularly the traffic forces. Over 33,000 subscribers visited our Illinois and Suburban exchanges during visiting week. Since June, 2,500 of our patrons visiting the general office building have been invited to inspect our Main office and after having done so expressed themselves as having a better understanding of the telephone situation. The more we do to familiarize the public with the central office end of the service and the better understanding the user has of the apparatus and work involved in the central office, the less inclined he will be to unduly criticize the service. Switchboard demonstrations have been continued before clubs, churches and other organizations by the representatives of the plant, commercial and traffic departments and during the last year have appeared before 135,000 people.

"In 1918, the formation of employee associations was undertaken and gratifying progress has been made and much good realized for the service in the holding of joint meetings where many interesting and helpful subjects are discussed.

Digitized by Google

Success of "Pink Tickets"

"One of the best plans for further cementing our cordial relations with the public was the "pink ticket," with which you are all familiar. During 1922 19,000 such tickets were referred to the committees, disposed of, and a relation established with this number of people which is invaluable. Requests are coming to us from different parts of the country for details of the "pink ticket plan." The Public Service Company of Northern Illinois has just put it into effect, and request was received a few days ago from the local gas company of Amherst, Mass., concerning it.

"A few figures concerning the employees' sickness disability, death benefits and pensions may be of interest. During eleven months the total payments amounted to $398,000; forty-eight employees on pension received $24,616; 1,203 accident cases received $32,821; 3,420 received sickness benefits totaling $300,351, and twenty-nine death benefits were paid, amounting to $40,452.

"Another item of interest pertains to the loan fund, established in April, 1912. In the ten years and nine months we have made loans to 3,648 employees in financial difficulty, amounting to $232,665. During this year there were made 267 loans, amounting to $25,861. And during this entire period our loss from uncollectible balances has only amounted to seven-tenths of one per cent.

"We look upon the results for 1922 with satisfaction and look forward with courage and expectation for an improvement all along the line during 1923, and I am sure if we all work earnestly together that we will achieve that result."

In introducing Mr. Hibbard, Mr. Abbott said:

A. S. Hibbard

"Born in Milwaukee, Wis.

"Educated in public schools and Milwaukee Academy.

"Graduated from Racine College.

"Chief clerk for superintendent of N. W. Telegraph Company. When this superintendent became agent for Bell Company in Wisconsin, Mr. Hibbard became interested with him in putting in the first telephone.

"In 1881 the Wisconsin Telephone Company was organized and Mr. Hibbard was the first superintendent acting in that capacity until 1886.

"Mr. Vail called him to New York and appointed him the first general superintendent of the American Telephone and Telegraph Company.

"After the A. T. & T. lines reached Chicago in 1892, they hesitated to connect their metallic lines with the grounded system then in operation in Chicago. With a three-day notice Mr. Hibbard was sent to Chicago as general manager of the Chicago company to help work out this problem. This was in February, 1893.

"In May, 1911, Mr. Vail again called him to New York to take charge of the coördination of the Western Union and telephone business.

"In November, 1914, he returned to Chicago.

"Is now retired from active service, except as a consultant."

Mr. Hibbard on "Our Presidents"

Mr. Hibbard talked on "Our Presidents." This dealt with the histories of the men who had presided over the destinies of the company from the time of its organization. Following is Mr. Hibbard's talk:

"The history of American business, which has extended itself into larger undertakings than those possible to be owned by individuals or partnerships, shows that these enterprises have had largely to do with the development of new inventions or of new fields of endeavor, whether for public service or otherwise, and have taken the form of corporations owned by many shareholders. The work of these corporations has, to a large extent, been pioneer work, new and untried. And it has required courage, enthusiasm, and above all, confidence, on the part of the presidents, the financial heads of such corporations, to secure sufficient funds and backing on the part of stockholders to carry them to a success or even to start them on their way. Presidents, therefore, have been usually financial pioneers, able men having the courage of their convictions and a vision of the possibilities of their undertakings.

"So it was with the telephone. A marvelous invention, for several years looked at as a scientific toy and used only on short private wires, the discovery of the telephone exchange idea, the intercommunication from one line to another, opened up possibilities almost unending in their scope. It was then that Theodore N. Vail left his position in the post office service to direct the work of organizing telephone territory and companies all over the country. And to this new and untried enterprise were attracted other men of standing, of force and vision who, as the first presidents of these many corporations, obtained the necessary capital and directed the pioneer work. These men will not be forgotten. In Chicago the list of thirteen presidents dating from January, 1881, to the present time gives evidence of the type and character of presidents from the pioneer days to the present. Surely our company may be proud of its presidents.

"It was my good fortune to have known all of these men and, in my part of the work, to have been closely associated not only with them but with the presidents of many other companies in the Bell System, an experience and a privilege I treasure highly. So as one who has worked intimately with presidents of the Chicago and the Illinois companies I am glad to speak of them today.

"To General Anson Stager, chief of the entire West in early telegraph service and no doubt the greatest leader in the developmnt of the telegraph in the Union forces in the Civil War, was given the task of setting up telephone companies in wide areas in the Middle West, holding office as president of a number of the most important among them. Securing the coöperation of friends and associates and enlisting the services of many men well tried in telegraph work, General Stager gave to the new enterprise the best possible start. It was fortunate indeed that such a man was available at this time. As president of the Chicago Telephone Company from January, 1881, until March, 1885, he laid splendid foundations and made good progress considering the crude conditions of the art at that time. Grounded lines, Blake transmitters, magneto bells and switchboards of many types, iron wire and overhead construction, cables full of induction—no wonder it was called 'cross talk,' even in those early days and I think some of it must have been indulged in by the pioneer presidents. It was no easy task to give service during the early years.

"Norman Williams, a leading lawyer and prominent citizen of Chicago, was president at four different times. He had set up the corporation in the necessary legal form and was elected to the office, to preside at meetings of the stockholders in 1881, 1886, 1887 and 1889.

"During all of these years Mr. Williams, as vice president and counsel of the company, was of inestimable value to it, and his death in 1889 was a great loss not only to us but to the community. In his time the number of telephones operated by the company reached about 5,000. Branch offices, trunk lines and other hitherto unknown facilities became necessary and disturbing problems which had to be met and solved. The Chicago staff took a leading position in this work. For telephone service began to be what it is today, the service most intimately related to the public itself, in which the user is a most vital element and two such elements are concerned in each operation. This is not the case with transportation, gas, electric light and power, water or other public services. We cannot wonder that the problems have been difficult and constant. We know that they have always been absorbing.

"George L. Phillips, who had become prominent in telephone development in Ohio, came from Dayton late in 1887 to the position of president of the Chicago and Central Union com-

Digitized by Google

panies. His splendid personality soon endeared him to all of his associates and his death in January, 1889, was greatly lamented by all who served under him.

"Arthur D. Wheeler, who had been trained as a young lawyer in the offices of Mr. Williams and who was familiar with the affairs of the company from its beginnings, was the next president, serving in that capacity from June, 1889, to May, 1890, and again from 1903 to 1908, of which period I shall speak later.

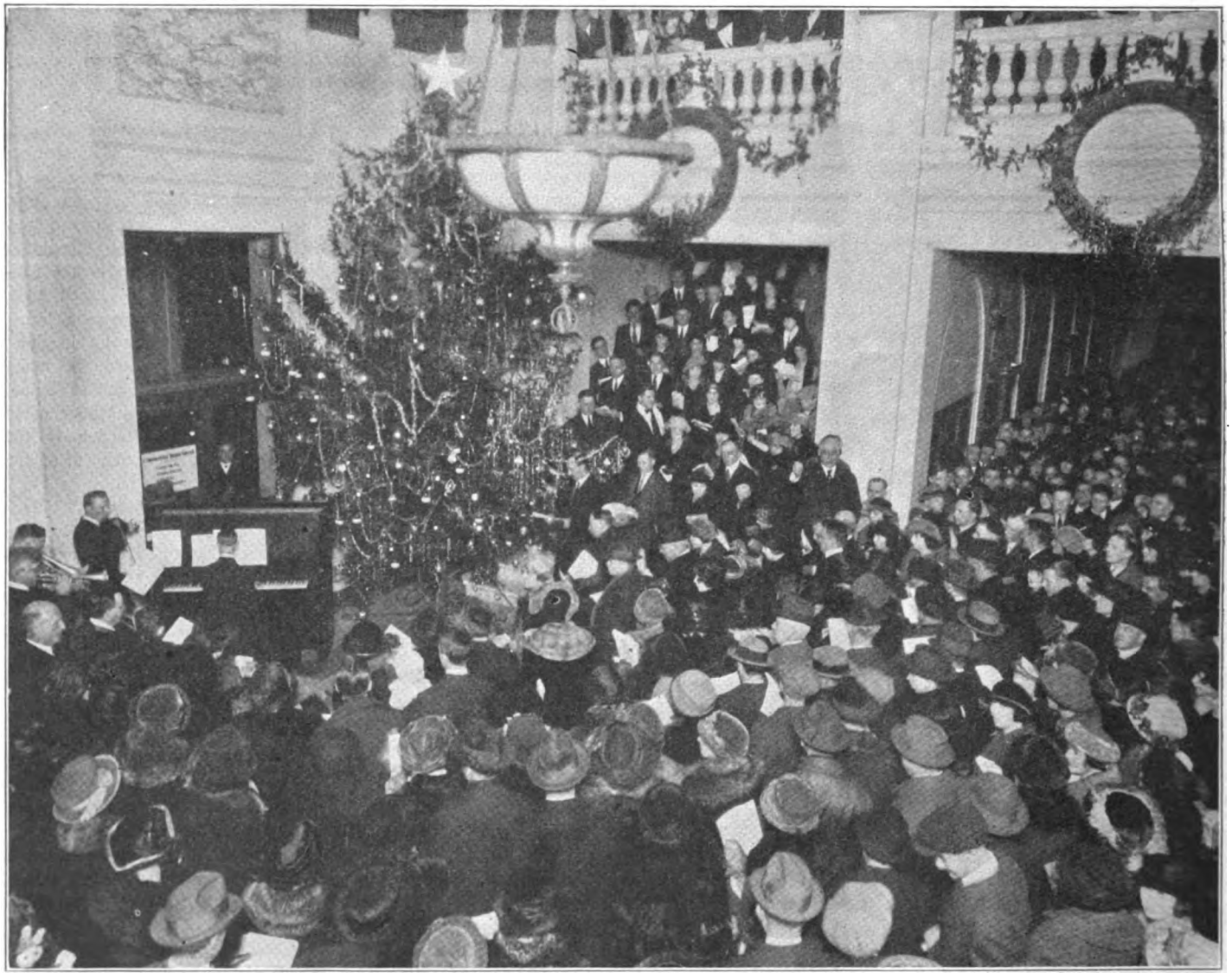
"In May, 1890, Henry B. Stone became president. A graduate of Harvard and the Institute of Technology, an employee of the C. B. & Q. Railway, starting as a mechanic at $1.25 a day, Mr. Stone had advanced rapidly to the position of general manager and had carried his company successfully through one of the greatest strikes in the history of American railways. He brought to our service a large experience in corporation affairs, an indomitable will and high ambitions. The Chicago exchange, at that time largest in the world in number of telephones and volume of service, had so extended itself with grounded line facilities that in 1893 the system seemed nearly to have reached the breaking point.

"In May, 1893, I was sent to Chicago as general manager and, in the work of reorganization, reconstruction and extension, and until Mr. Stone's retirement June 30, 1897, enjoyed an experience in my association with him not to be forgotten. He was a student of affairs, a close observer, and a strict disciplinarian, but, when convinced of the rightness of an idea, he backed it to the limit and was cordially appreciative of good results.

"A leading member of the directorate of the World's Fair and a close friend of Daniel H. Burnham, its directing architect, Mr. Stone did much to bring about the success of that wonderful enterprise. As one of the founders of the Chicago Symphony Orchestra and in other civic enterprises he was equally notable. Leaving the telephone service to become president of a Chicago bank he spent July 4, 1897, at his old home where, by a premature explosion of fireworks, he was instantly killed. A splendid, forceful man, his was a great loss to Chicago and the country.

"Robert T. Lincoln, who had long been a member of our board of directors, became president in July, 1897, retiring in November because of the great pressure of his other affairs. Those of us who had the privilege of serving under him will not forget his geniality and appreciation of our efforts. It was our great regret that he was able to remain in office so short a time.

"Following Mr. Lincoln, John M. Clark, one of our large stockholders and a prominent citizen of Chicago, became president in November, 1897. Mr. Clark will be remembered as a friend by all with whom he came in contact. He was especially interested in the working conditions and surroundings of our employees and constant in the endeavor to see that everything possible was pro-



GENERAL OFFICE EMPLOYEES SINGING CHRISTMAS CAROLS

Before leaving for home at noon Saturday, December 23, employees gathered in the lobby of the Bell Telephone building, sang Yuletide songs and extended good wishes to their fellows.

Digitized by Google

vided for their comfort. I recall this as an outstanding feature of Mr. Clark's administration.

"John I. Sabin was president from May, 1901, to May, 1903. Mr. Sabin, telegraph operator in New York when a boy, member of the pioneer expedition which began construction of a telegraph line around the world by way of Alaska and Siberia, recalled by the news that the Atlantic cable had been made to work, returned as far as San Francisco, Cal., where he was in charge of branches of the telegraph and messenger service. Entering telephone service soon after it began on the coast, Mr. Sabin rose rapidly to the position of president of the Pacific and Sunset Telephone Companies.

"During his period [illegible] business made rapid strides and many new ways [illegible] onducting it were introduced by him, some of which [illegible] undamentals of standard practice as we know it today. He was daring and resourceful and not bound by traditions. The Sabin & Hampton so-called 'Express' system, home made and more or less crude in its make-up, as we now see it, had in it automatic signalling from subscribers' stations and keyboard control, doing away with the old magneto bell and also the reverse order call wire circuit, two very important advances which were rapidly developed and remain standard Mr. Sabin was the first to place coin boxes in subscribers' stations. Some may say that others thought of these things before, but Mr. Sabin was the first to dare to do them on a scale showing their value. I believe Mr. Sabin first installed the plan of furnishing operators with lunch.

"Coming to Chicago as president not only of the Chicago company but of several others in a wide area of the central states, Mr. Sabin found conditions in these outside districts so disturbed by competing companies that his task to stabilize the Bell interests and service was well nigh impossible. His period of administration in this respect was a hectic one and it is no wonder that our chart of organization was sometimes hard to steer by at this time. The Chicago company, however, with its splendid personnel, continued to advance and made rapid strides.

"A man of force and daring, set up, at times, to fight against impossible odds and not always with the best advice or backing, Mr. Sabin gave of his best to his task. Warm-hearted and impulsive, but in many ways left alone he was, I believe, much misunderstood. His good ideas made for progress and he will not be forgotten in telephone history.

"A student of telephone history of this period will realize how tremendously the service of all the Bell companies was benefited by the centralized engineering forces of what we have always called 'The Parent Company.' Ideas came in from everywhere and were considered, often combind with others, and then worked out for trial in various parts of the country. Such a national coördination of effort has never been equalled in any other public service and its value cannot be over-estimated. The Chicago company contributed its share and its forces did no small service in helping to bring about the adoption of best standard practice.

"In May, 1903, Arthur D. Wheeler again became president, holding office for five years. In this time the business made a rapid growth. The new ordinance for the company was obtained, measured rates were pushed to the fore and the nickel service greatly extended. Measured service, as developed by the Bell company engineers from the original plans of Edward J. Hall, vice president of the American Telephone and Telegraph Company, had proved to be the logical plan upon which to sell telephone service and in Chicago was supplemented by the nickel service with very low initial rates. Very great extensions of plant were made and the number of telephones more than doubled in this period, reaching nearly 250,000.

"In May, 1908, B. E. Sunny was persuaded by Mr. Vail to leave his position in the electric light and power business, in which he had achieved great success, and return to the telephone business, in which he had been active from 1879 to 1888, and Mr. Sunny continued as president of the Chicago and several other companies until 1922. Many of us had known him in the earlier telephone days as well as in later years, as he had continued to live in Chicago and was prominently identified with many civic, as well as business, undertakings. Mr. Sunny has said that he left us in 1888 because he thought the telephone business had about reached its limit at that time, and if the machinery and so-called 'flat rate' service then used in large cities had continued he would have been correct. But he found conditions changed. Not only were new technical and business methods giving dependable service to a well satisfied public, but he found here a splendid army of trained men and women in every department of the company loyal to its interests and eager to do their best. His greatest task was to obtain the money required to take care of new business. This amounted to about $93,000,000 in his time. You who are here today and the people in the various departments you represent are able to give him assurance that the capital was well invested.

"In 1911 I left the company to return to the service of the American Telephone and Telegraph Company in New York, and it was my proud privilege to relinquish to my successors at that time with the work which had been in my charge for eighteen years what I believe to be the best organized and most efficient staff and workers in the service of any telephone company. You may be sure I shall never forget those eventful years nor those whose efforts combined to make them so successful.

"In the later years of Mr. Sunny's term reorganizations were effected, setting up one company in each of the states in the territory under his direction. So the Illinois Bell Telephone Company was formed embracing this entire state and the company, at the time of Mr. Sunny's retiring, to become chairman of the board of directors in February, 1922, was operating 857,875 telephones. I need not speak to you of Mr. Sunny's splendid qualifications for directing the work of the company. You all know them and rejoice with me that he is still with us and of us and will, we hope, long continue in office.

"At this time one of the best policies ever introduced by the parent Bell company, and which was possible only after years of centralized organization, had become effective. This was to elect as presidents of the various companies men who had worked up from the ranks and proved their worth by good service in the departments in which they had been employed. So in the Illinois company. William Rufus Abbott, who began service with the Chicago company in 1893 as order clerk and by hard faithful work and efficiency in every position to which he was promoted, became general manager in March, 1914.

"In February, 1922, Mr. Abbott was elected president. I had known Rufus, as I must still call him, in New York where he had to do with the work of reorganizing the order department of the Metropolitan Telephone Company, and a few weeks after I arrived in Chicago I called him by telephone and asked him to take a position here. He accepted and asked when he should report. I said 'next Monday,' and next Monday he was on the job. So it has been through the nearly thirty years. Whenever Mr. Abbott has been wanted he has been right there on the job and all of his associates rejoice with me that the job is now at the top and that he is president of the company. In these busy years Mr. Abbott has found time to become prominently identified with civic organizations and things worth while in the community. His hobby seems to be to give service not alone to the company but to his family, his friends, his city and his country.

"This is the last on our list of ten men who have been presidents in Chicago. We all hope and believe that the last will remain the last for many years.

"In the first years we have seen that the presidents made the companies.

"It is not so now. Today our presidents are made or unmade by you, the heads of departments and those employed in them. If you, all of you, are loyal, enthusiastic, and everlastingly on the

Digitized by Google

job the company will succeed and your president will be a success.

"It is not a question of hours of labor—it depends on how you feel inside. How you think about the work, talk about it and live up to it. I have said many times before to groups like this, 'If you don't really love the company and the business, get out of it.' I say again, get the real spirit of the Big Blue Bell. Promote better and better relations with fellow employees and heads of departments all along the line. Be proud of the service of which you are a part.

"As I, on the side lines occupied with affairs not so strenuous, meet and see many of you from day to day I know you do these things, but in suggesting that you keep it up I express my belief that each one in doing his or her very best will have every day the satisfaction of a task well done, than which there is no greater reward.

"In so doing you will not only be a success yourself, but will do your part in making for the success of the president of your company."

Regarding Mr. Hale, Mr. Abbott said:

F. O. Hale

"Born in Vermont.

"Graduated from Dartmouth College in 1903 and began work for the Central District and Printing Telegraph Company at Pittsburgh, Pa.

"In 1909 he went with American Telephone and Telegraph Company, in the engineering department at New York City.

"In 1912 he was transferred to St. Louis as chief engineer of the Southwest System.

"In 1916 became general manager for the state of Missouri, with headquarters at St. Louis.

"In 1921 he came to Chicago as chief engineer of the Illinois Bell.

"In 1922 (April) became vice president and general manager."

Mr. Hale said:

"I am very glad indeed of this opportunity to meet you all. The Illinois Bell branch of the Bell family is a very large one as you readily realize when you consider that only a small part of it is gathered here today. I hope some time in the future to have the opportunity to meet and know each of you individually.

"I have been connected with this branch of the family only a short time, but have been very happy in the welcome which I have received. As I said to Mr. Abbott only the other day, I feel that I have been truly adopted and that I really belong. Those of you whose fortune it has been to be connected continuously with one company may not realize all that this means, but to me it is a tribute to the Bell organization that it is possible to go from one part of it to another and have this feeling exist, and particularly it is a tribute to you who form this group, that it exists here. I do not feel that the credit for this is due entirely to those with whom I have come in personal contact, but rather that my experience is due to the influence of all the individuals making up the company, since it is the result of the work, effort, ambition and personality of everyone connected with it which makes the atmosphere which is the Illinois Bell company.

"We have just concluded a year which we can look back on with a great deal of satisfaction. As is true in most cases when we look back over past efforts, we can see places where more could have been accomplished, perhaps, and certainly places where much more remains to be done in the future. It was a very active year and I think Mr. Abbott in speaking to you will give you some figures which will give you a picture of this activity. Best of all, however, it was a year of progress and it is in this progress that we find our guarantee for the future. It is this which gives us a feeling of confidence with which to meet the problems which the coming year may bring.

"I hope, also, that it has been a year of pleasure in your work



CARRYING OUT ITS GREAT PRINCIPLES OF PREVENTING SORROW AND SUFFERING, THE ACCIDENT PREVENTION COMMITTEE IS HERE SHOWN GIVING A CHECK TO THE MAIN DISTRICT TRAFFIC EMPLOYEES' FEDERATION TO ASSIST IN ITS DISTRIBUTION OF CHRISTMAS BASKETS TO NEEDY FAMILIES. THE CHECK REPRESENTS A SUBSTANTIAL BALANCE FROM A PARTY GIVEN RECENTLY IN BELL'S BARN

H. A. Mott is handling the check to Miss Isabel M. Palmer. The others are, left to right: W. W. Paterson, H. C. Morton, J. L. Campbell, H. I. Filley, Paul Kington, J. H. Champion, T. S. Glynn, M. A. Herder and G. L. Anderson.

—L

Digitized by Google

for each of you. The ideals and standards of Bell service are very high and require from each of us the best which we have. I believe, however, that we can all add very measurably not only to our own zest and pleasure in our work, but to that of our associates, if we only approach our duties with that intention.

"I would like to offer this as a suggestion to be carried in mind through the coming year. Most of us gathered here today occupy supervisory positions, and it seems to me that it is peculiarly our duty and privilege to give expression to this idea, since our work affects that of so many others."

Mr. McRae then was introduced by Mr. Abbott as follows:

G. W. McRae

"Born in Malden, Mass. (a suburb of Boston).

"Educated in public and high schools.

"Received degree of B. S. (Elect. Engr.) in 1910 at Massachusetts Institute of Technology.

"Went with American Telephone and Telegraph Company in toll traffic engineering work, being engaged in almost every branch of the work for about five years.

"Came to Chicago on special work.

"In June, 1920, Mr. McRae became toll traffic engineer of American Telephone and Telegraph Company, reporting to K. W. Waterson, assistant chief engineer.

"April 1, 1922, became chief engineer of Illinois Bell; headquarters at Chicago."

Mr. McRae said:

"In spite of the fact that I am a newcomer here, this is not the first year-end luncheon which I have attended. I was present at the luncheon given in 1915 and have retained a very pleasant recollection of it. At that time I was an humble employee of the A. T. & T. Company and had not aspired to the honor of working for the Illinois Bell company. Then as now, however, your hospitality extended to the stranger within your gates and I was treated as one of you. In fact I was somewhat more fortunate on that occasion in that no one suggested that I should speak, whereas you can all see the predicament I am in today. As a newcomer to Chicago, I want to say that every one has been most kind in helping me to get established and to become familiar with the thousand and one things which no stranger can possibly know.

"I am sometimes moved to compare the Bell System to a large and strongly-constructed wheel revolving about an axis, and which some unseen power is constantly striving to make rotate at a faster and faster speed. Now you all know that every part of a moving wheel makes the same number of revolutions per minute, but it is equally true that a point out near the circumference of the wheel travels at a much more rapid rate than a point in close to the hub. If you do not believe this, I suggest that you try out one of the revolving tables at some amusement park. It sometimes seems to me that in my former position with the A. T. & T. Company I was located in close to the hub of the wheel, where, without lagging a bit behind, it was still possible to look around a little and ruminate on the performance of other parts of the machine. Out here in the Illinois Bell Company, however, our position seems to be well out toward the rim of the wheel where things move with a speed which is somtimes almost painful, and where it is essential for you and me and all of us to hold fast to each other and to the job if we are to prevent a gradual disintegration of the sector of the wheel which has been assigned to us. If we can succeed in doing this, we soon lose our uneasiness and in fact find the motion exhilarating.

"I know the comparison is a homely one, but it emphasizes a point which seems to me to be of prime importance if we are to fulfill our function of giving service economically under the ever-increasing public demand and the ever-increasing complexity of our business; that is, that coherence, coöperation, team-work—call it by any name you wish—is an absolute essential for success. I have been with this organization a sufficiently short time to permit me to take a detached view of a thing like this, without feeling either credit or blame for what I see, and I want to say that I have never known an organization which had more of these qualities or which operated with less friction and more singleness of purpose than this one.

"All of this is time worn, and you have been patient in listening to me. If you will bear with me for a minute more I will express another sentiment which is equally time worn but equally true,—that I wish every one of you a most happy and prosperous New Year."

Mr. Bangs was the last speaker. Regarding him, Mr. Abbott said:

W. D. Bangs

"Born in St. Louis, Mo.

"Educated in public schools, Morgan Park Academy, Princeton College in 1907, Harvard Law School, 1910.

"Chicago—as law clerk for Matz, Fischer & Boyden for short while and then—

"Organized his own law firm under the name of Meachem & Bangs.

"In December, 1917, became associated with the law firm of Holt, Cutting & Sidley."

Mr. Bangs said:

"The work of the legal department during the last year, except the routine matters, has had to do with the rate cases pending before the Illinois Commerce Commission.

"We inherited from the Central Union company, some difficult legal problems in connection with the rates at Peoria, Sterling, Momence, Alton and Edwardsville. Cases are still pending in all of these places, and so far we have not secured a final decision from the courts or the commission, although the Illinois supreme court has defined very satisfactorily the rate-making powers of the company and of the commission.

"The case instituted by the commission against the company, involving the Chicago rates, is still pending, and the order in this case, which is, of course, of great importance to the company, will probably be issued in 1923.

"There is also a similar proceeding involving the rates in the Illinois Suburban territory, and there are a dozen cases in the Illinois division where temporary orders were entered, which are being called up for hearing from time to time to determine whether the rates should be made permanent.

"All of these matters will probably be concluded before the commission in the forthcoming year; we hope in a manner which will not compel the company to resort to the courts for protection against confiscatory rates."

Not the least pleasant feature of the year-end gathering was the splendid luncheon served by the capable force of the company restaurant under supervision of J. H. Renaud. The luncheon was served piping hot and most promptly and attractively by the regular force of attendants who at other times have charge of the company cafeteria.

The Bell Telephone Orchestra, under direction of Ed. B. Moebius, rendered a pleasing program of music during the luncheon.

The beautiful decorations, both of the hall and the reception room, were the subject of much favorable comment. The hall decorations were the work of the Misses K. Ryan, M. Woods, M. Lawrence, G. Boyle, M. McGrath and E. O'Brien. Decorations of the reception room were the work of Miss E. Samuels.

Mortality Statistics

PHINEAS SHARK, the eminent statistician and mathematician, estimates that if all the safety zones in the United States were placed side by side, there would still be pedestrians to stand outside of them and automobile drivers who would drive through them.—*Detroit Motor News.*

Digitized by Google



PRESIDENT ABBOTT'S YEAR-END LUNCH

—L

Digitized by Google



ON IN THE BELL FORUM, DECEMBER 30

Digitized by Google



IN THE MAIL BAG THIS MONTH



Letters from Many Subscribers Commend Service

ON January 8 Mr. Sandiford and Mr. Reardon, representing the First National Bank of Joliet, were in Springfield and placed forty-one calls at 9:30 a. m. and had finished talking at 11:45 a. m. All calls were completed with the exception of one which was cancelled.

In conversation with B. G. Seymour, district traffic manager at Springfield, they were very complimentary as to the service received, which is substantiated by a letter to Mr. Seymour from F. W. Woodruff, vice president of the First National Bank of Joliet, copy of which follows:

> I want to thank you personally for the excellent service you gave us yesterday when we had occasion to make a large number of long distance calls from your exchange.
>
> The speed with which your operators put through our various calls and the invariable courtesy that they showed us has convinced us more than ever that there is no better way to transact important business than by means of the long distance telephone—particularly from your splendidly organized exchange in Springfield.
>
> Please thank your operators for the many favors shown us.

Martin Budnik, Chicago, who received a Christmas basket from Main office, has written the following letter addressed to "The Yuletide Cheer Giving Girls." He says:

> I am an old man (78 years old) but appreciative even as yet of all good things in this wonderful world of ours. It is God-sent human beings like yourselves that give us more courage to bear and appreciate all in all, and permit me hereby to extend to you my heartfelt thanks for the wonderful Christmas basket I have received through your kind influence.

The Hayes-Ayers-Koester Lumber Company, sent the following letter accompanying a $10 check to Miss M. Sholin, senior supervisor at Randolph office:

> We are attaching hereto a small token of our appreciation of the wonderful service rendered us by your good self and operators and we wish you would use this to the best of your ability, conveying to the young ladies cooperating with your efforts our sincere thanks and most hearty greeting of the season.
>
> We feel certain that you can confer with the young ladies and no doubt satisfy their desires better than we could hope to guess.

Miss Sholin informs us that Anna Sheehy and Mabel Pappas were the two operators who gave this good service and to whom the money was distributed.

The following letter has been received from Frank B. Eells, 117 North Wells street:

> It is a great pleasure to write this letter.
>
> Yesterday I had occasion to place a long distance call to Passaic, New Jersey. Your operator made the connection in less than seven minutes. It was clear, distinct and so satisfactory that I take great pleasure in thanking you for it.

Mrs. L. S. MacLeod is the operator who handled this call.

Following is a letter which was received by the Moline operators from Wilson P. Hunt, president of the Moline Tool Company:

> Sometime ago I had to do with securing transportation for a party and the service was so good I complimented the general passenger agent upon our return. He wrote me a letter of appreciation in which he stated, while they aimed to give the best service possible, they rarely heard about it when they succeeded, but were always sure to hear about it if anything slipped. I am inclined to think that most of us are subject to that criticism, hence this letter.
>
> I travel around more or less, and have occasion to use the 'phone in many cities, and I want to say to you that I have yet to find a city where the service is as good as we have here at present, any place where the operators are so courteous and prompt. I believe, further, that we have the best service here that we have ever had, and I want you to know we appreciate it.

Max E. Dorsch, editor and publisher of the *Advocate-Review*, sent this letter with six boxes of candy to the employees of Prospect office:

> Herewith please find a little remembrance to the employees who have served us so faithfully and promptly, and with courtesy at all times during the past year.
>
> May they ever continue along the same lines at all times as through life they go, and show that same spirit of thoughtfulness and patience that has been our good fortune to one and all.

L. C. Herrmann, Secretary of the Westburg Engineering Company, Chicago, wrote this letter:

> The writer wishes to commend the Illinois Bell Telephone Company, and particularly the telephone operators, who gave service to JUN iper 6282 on Saturday, December 2nd. The said 'phone is installed at the residence of Charles D. Herrmann, 3036 Eastwood avenue.
>
> Due to the death of the writer's mother, the telephone was used incessantly on December 2nd, and the writer was very much pleased with the excellent service he received not only from the operators on duty but also from your "Information." It is my understanding that Irving operator No. 6799 was on duty during the day and operator No. 6839 was on duty in the evening. Your records will, undoubtedly, enable you to verify the numbers of the operators who gave the service. It is my desire that the proper operators be commended for the excellent and untiring service which they gave.

Operator No. 6799 is Miss Margaret Gwizdala, and operator No. 6839 was Mrs. Loretta Schoeben, who resigned from the service on December 8, 1922.

Marie Jordan, Chicago, wrote as follows to the company:

> People are always willing to complain, but not often to thank you for good service. I certainly have had good service this month, as I have been ill and have used my 'phone a great deal, even calling Baltimore, Md., and heard my party as well as though in town.
>
> The operators have been prompt and courteous.

The Kildare office received this letter from Marjory Denny, Chicago:

> Kindly permit me to thank you for the wonderful service and kind and considerate treatment at all times which I receive, one of so many from your most efficient and willing corps of courtesy inspired workers. At all times and under difficult conditions they are the same. My best wishes to all, whoever they may be, and with gratitude and appreciation I beg to remain a true friend to the ones who deserve so much and unfortunately get so little from most of the subscribers—the telephone company in general.

E. R. Cogswell, district manager at Springfield, received this letter from R. E. Bramlet of Matheny, Dixon, Cole and Company, Springfield:

> We believe you will be interested in knowing that the excellent service being rendered by the long distance operators is greatly appreciated by your subscribers, and we take a great deal of pleasure in calling your attention to the fact that we have a great amount of long distance telephoning to do, and consistently receive perfect service and attention from your operators.
>
> Today, for instance, we have just completed a list of calls, totalling something like 150 individual calls, reaching all points of the state, and the service we received could not have been improved upon. We particularly wish to call your attention to No. 6, who handled the writer's calls today, and to assure you that her cheerful coöperation is indeed greatly appreciated.

Operator No. 6 referred to in the letter is Miss Nell Gaffigan.

Digitized by Google

DOIN'S IN CHICAGO COMMERCIAL, TRAFFIC AND PLANT



M. P. Flynn at his desk the morning he became manager of District No. 2, the first district to operate under the Chicago Commercial Department's new unit system of organization. The flowers were from Mr. Flynn's new associates in the district.



Traffic girls of Main District, Chicago, in J. L. Campbell's office preparing Christmas baskets of food for poor families. The girls are, left to right, Violet Heidorn, Isabel Palmer, Mary McCormick, Jane Carden and Dorothy Eikenbary.



Beverly girls, Chicago, entertained at a party in December. Bunco was played and was followed by a mock marriage, at which the picture was taken. Then came refreshments.



South Shore testmen and repairmen of Chicago at one of their rousing meetings.



Meetings of Calumet-Douglas Local of the Plant Employees' Association hold the interest of members. See the gang here.

Digitized by Google

Bell Telephone News

Published Monthly by
ILLINOIS BELL TELEPHONE COMPANY

B. E. SUNNY, *Chairman, Board of Directors*
W. R. ABBOTT, *President*
F. O. HALE, *Vice President and General Manager*
B. S. GARVEY, *Vice President*
E. G. DREW, *Secretary*
W. J. BOYD, *Treasurer*
U. F. CLEVELAND, *General Auditor*
W. D. BANGS, *General Counsel*
J. L. SPELLMAN, *Publicity Manager*
A. R. BONE, *General Commercial Superintendent*
FRANK REDMUND, *General Plant Superintendent*
S. J. LARNED, *General Traffic Superintendent*
G. W. MCRAE, *Chief Engineer*

Issued by the Publicity Department.

AMORY T. IRWIN, Editor
EVERETT E. FRIGANZA, Assistant Editor

BELL TELEPHONE BUILDING - - - CHICAGO, ILLINOIS

SUBSCRIPTION PRICE—Two Dollars a Year in advance, to all persons except employees of the Telephone Company.

They Don't Wear Out

THE extent to which thrifty gift giving was practiced during the Christmas season just passed is indicated by reports of investment bankers who say that the buying of good public utility securities in small lots reached greater proportions than in any other year. One investment concern dealing in public utility securities made public some of the expressions of those who purchased securities for gift purposes. These were:

"It's something that won't wear out or get old."

"Every time my boy gets a dividend check—and that's four times a year—he will think of his Christmas present and he will be reminded of it for many years to come."

"We have always 'over-bought' toys for baby. We have decided to put part of the money into something substantial—something she will appreciate when she gets a little older."

"We want to teach our children to practice thrift and Christmas is a good time to start."

Purchase of safe, dividend-paying shares of stock for birthday, wedding and anniversary presents also is becoming more and more popular, sales of small share lots as gifts in celebration of these events having reached large proportions.

Are We Getting Anywhere?

FIGURES given out last month by the supervisor of safety of the Illinois Bell Telephone Company show that there were 352 lost-time accidents in 1922 as against 517 in 1921. This same report also shows that the number of days employees were off duty because of accidents was 1,226 less than in 1921. And it adds that there were about 2,000 more Illinois Bell employees in 1922 than in the previous year.

Those who value statistics will accept the foregoing as proof that accident prevention is getting results. But the proof for all of us is the fact that accidents are becoming more and more unpopular. One thing that 1922 should have impressed upon every employee is that the supervisory forces frown upon accidents. And where fellow employees once said "Poor George," or "Tough for George," when they hard of an injury, they now ask "Was the accident preventable?"

It's Up to You

By Ralph Parlette in *The Blue Bell*

I HOLD in my hand this glass jar containing little white beans and big black walnuts. I mix them all up. Then I shake the jar. Then I unmix them. The walnuts got to the top and the little beans go to the bottom.

This is no trick; I'll roll up my sleeves if you wish, mix them up again. Now shake. Again the big ones go up and the little ones go down.

That always happens. You have seen it happening all your life all around you in a thousand different ways. But have you *seen* it?

Have you ever noticed how many times we have to see a thing before we really see it?

Won't you try that? Get a jar, a box or a bucket and put into it pebbles, blocks or any different sized things of about the same specific gravity. Throw them in any way, and then shake. Note how more perfectly than human hands can sort them, they will sort themselves just by shaking. Each object finds its place according to its size. The little ones get on the bottom, the next larger a little higher, the next larger a little higher, and the largest will shake to the top.

When they shake into their place they stay there. Go on shaking, but they won't change—the biggest will stay on the top and the littlest will stay on the bottom.

Help Me Up

Suppose those objects in the jar could talk. Do you see that littlest bean in the bottom? I think if he could talk he would say, "Help, Help! Help me up. Here I am in the bottom and so unfortunate and so low down. I never had no chance like those big ones up at the top. Help me up."

I say, "Yes, Little Bean, I'll help you. Cheer up and hold tight, for I am going to boost you." And you see I get him clear to the top. There, you see him on the top. From bottom to top in four easy lessons by mail!

But the can shakes. Back to the bottom shakes Little Bean right where he was before I boosted him. I hear him say, "King's ex! I slipped. You try that over again, put me back to the top and I'll stick there."

"All right, Little Bean, I'll put you back to the top, I'll write you some more testimonials." So I put him back on top. But he cannot stay on top. Notice, I shake the jar and he shakes right down to the bottom. I can put him up a thousand times, and he will shake right back to the bottom. Why?

You know why. I increase his altitude, without increasing his dimensions, and he reduces to his lowest terms!

"Put Him Down"

Then I hear Little Bean say, "Well, if I can't stay up you make them big ones come down. Them Big Nuts haven't any business up there higher than I am. It isn't fair. Put them down. Put us all on a level and give us the same chance."

So I say, "You Big Nuts, do you hear what the Little Bean says? You have no business up there higher than he is." And I put all the big ones tight down on the bottom.

But as I shake the jar, the Big Nuts all shake right back to the top. I can put them down a thousand times and they will shake right back to the top. Their size takes them up just as Little Bean's size takes him down.

There is only one way to change their place in the jar. Putting them up or putting them down has nothing to do with it. Change their size. If a Big Nut gets smaller he will shake down; if a Little Bean gets larger he will not have to say, "Help me up." He will shake up.

Change their size and the shaking does the rest.

Service Cannot Be Good Unless Companies Are Prosperous

SAMUEL M. VAUCLAIM, president of the Baldwin Locomotive Works, in a recent address said: "Use the telephone freely, and don't complain about the telephone company's charges. What you want from the telephone companies is service, and good service cannot be rendered unless the telephone companies are prosperous."

—L

Digitized by Google

PEOPLE WHO HELP MAKE THE BELL TELEPHONE NEWS

"A correspondent is without honor save in his own department," is the way a well known proverb might run if spoken about BELL TELEPHONE NEWS *correspondents and regular contributors.* THE BELL TELEPHONE NEWS *is the employees' paper, it tells the news of employees' activities and these stories are gathered by our fellow employees, correspondents who are little known outside of their own department, at least as such. The editors of a magazine of this kind may be compared to millers. Wheat is brought to us and we grind it into flour. Not only do contributors furnish news items and pictures but numerous suggestions as to news stories and pictures and many other things. News stories are seldom if ever signed and it is to give credit to these contributors that a series of articles, "People Who Help Make the* BELL TELEPHONE NEWS," *of which the following is the second, is being published.*

"WHY pick on me," said Mike Bauer, Chicago maintenance department correspondent, when we told him that he was in line for the "People Who Help to Make the BELL TELEPHONE NEWS" column, "I don't write any of the stuff—the men in the field do that and all I do is to get it from them and send it up to you." And this characteristic note of innate modesty prevailed through the interview.



M. R. BAUER

"All I do is get the stuff from them and send it up to you," says Mike, but we look upon him as one of the most regular of regular contributors. His enthusiasm for making the BELL TELEPHONE NEWS interesting for all readers in general and maintenance men in particular seems to run on an even plane—and that plane is at a high altitude. He was the one who helped to guide the "Maintenance Celebrities" series through successfully. He gathers the items for "Maintenance Matters" in the Weekly Supplement; this is one of the most consistent departmental columns. Not only has Mike been a consistent contributor and a "go getter" for news items, but his suggestions to the editor and to other contributors have been many and valuable.

Mike, who is chief clerk in the office of Verne Ray, started with the Chicago Telephone Company in 1906 as a material messenger in the old Polk street warehouse at $1 a day "and," says Mike, "in those days $1 a day looked like mighty big pay to me." Following this he was on switchboard maintenance work off and on for about two years and while working nights was continually called into the office by J. T. Broderick, then central division wire chief, to play utility roles. At this time R. L. Horr, head of the inspection division, needed a chief clerk and Mr. Bauer was offered the position. He accepted and has been an inside man in the plant department ever since. With the discontinuance of the inspection division he continued in a similar capacity in the plant school. He was chief clerk in the educational unit for a long time and later chief clerk to R. M. Bennett, who at that time was assistant maintenance superintendent. For two years he was chief clerk to Verne Ray and then spent some time in the methods section and had to do principally with such items as budget work. Recently he was again made chief clerk to the maintenance superintendent and in this capacity is also secretary of the maintenance departmental mutual relations committee.

The large part of Mr. Bauer's outside interest centers in his family—his wife, two girls and a boy, although he has found time to be the first secretary of the Radio Club, whose announcements in the Weekly Supplement are the only thing he will take credit for actually writing. He discredits all rumors that he is a member of the boiled owls—those birds who stay on the air until 1 a. m. At various times he has attended the evening school of the Northwestern University School of Commerce.

Pink Ticket Clears Trouble in New York P. B. X.

PINK Tickets are credited with having accomplished many wonders in the comparatively short time they have been in existence. If any employee doubts their ability to get results let him consider the pink ticket that cleared a case of trouble at a private branch exchange board in Buffalo, N. Y.

T. J. Conlon, toll wire chief in Chicago, was commuting home to Austin one evening. Two men in the seat ahead were agreeing that telephone service between Chicago and Buffalo was poor—very unsatisfactory—could not understand the party at the other end.

Mr. Conlon could not help but hear their conversation. He introduced himself, took out a pad of pink tickets and said he would see if something could be done to improve the service.

They refused at first to entertain the idea that he could do anything as, they stated, they had reported the situation and apparently nothing had been done. One of them, however, agreed to give Mr. Conlon the necessary information.

The cause of the trouble, which was found to be in the P.B.X. board in Buffalo, was cleared the day the pink ticket was originated. The man who had given Mr. Conlon the information is vice president and general sales manager of the American Radiator Company. A week later he drove to Mr. Conlon's home and thanked him for the service.

Springfield Chief Operator Is Married

MISS HELEN GAFFIGAN, chief operator at Springfield, was married to C. H. McDow on December 23 at the parsonage of the Immaculate Conception church. Miss Gaffigan has been an employee of the company for many years, holding many responsible positions. Mr. McDow is an employee of the C. P. & St. L. Ry. Mrs. McDow wore a beautiful blue suit trimmed in squirrel with hat and shoes to match. The wedding had been planned to take place December 24 at noon, but at seven o'clock, December 23, Mrs. McDow announced over the telephone that "Miss Gaffigan" had ceased to exist.

A wedding dinner was served at the home of the bride Sunday noon to thirty-five guests, among whom were B. G. Seymour, district traffic manager, and Oscar Becker, his assistant, and all the chief operators. Out-of-town guests were Mr. and Mrs. Dumbrow and Mr. and Mrs. Albert Ricketts of Chicago. The couple received many beautiful gifts, among which was a complete set of silver which was presented by the traffic employees. All traffic employees wish to congratulate the couple and to wish them endless happiness.

On Monday evening, January 8th, Mrs. Foster and Mrs. Cusick gave a novelty shower in honor of Mrs. McDow.

Paintings by Illinois Bell Men in Exhibition

AMONG the paintings by members of the Business Men's Art Club of Chicago exhibited in the galleries of Marshall Field & Company last month were six from the brushes of men with the Illinois Bell Telephone Company.

Elbert G. Drew and Henry Reents each had two in the exhibit. The others were by T. V. Field and Z. A. Aronian.

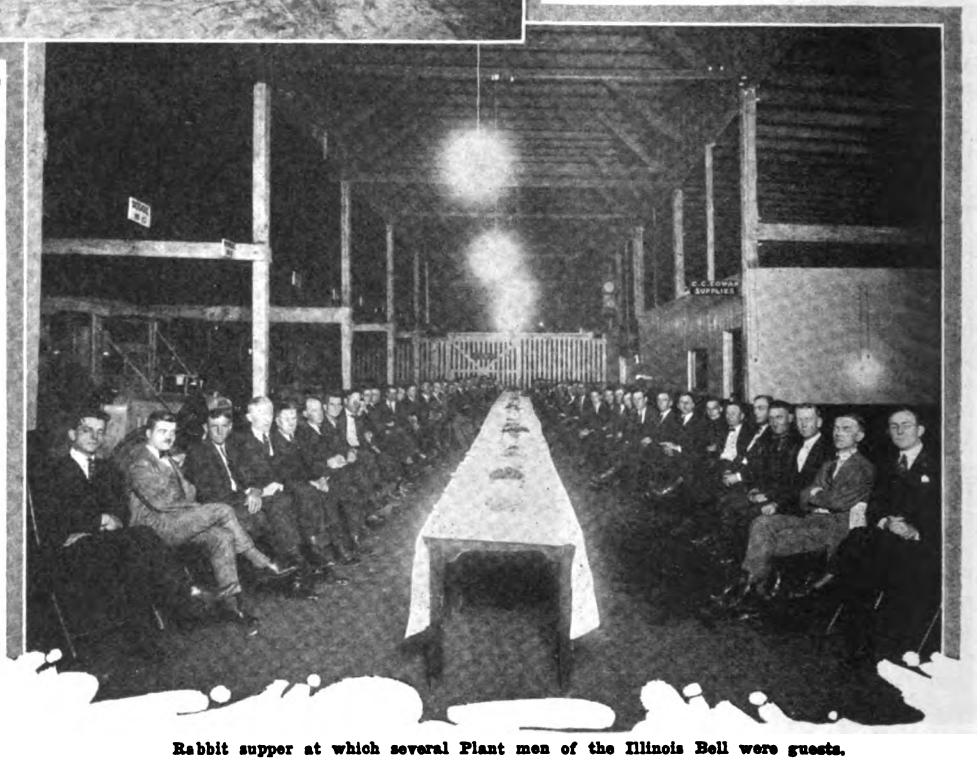
Digitized by Google

PICTURING WINTER ACTIVITIES OF VERMILION COUNTY TELEPHONE COMPANY EMPLOYEES



Christmas party given employees by the company December 22.





Rabbit supper at which several Plant men of the Illinois Bell were guests.



Good Fellows' Club of Danville employees distributing Christmas baskets to the poor. At the extreme right is Claude P. Madden, Mayor of Danville.

—L

Digitized by Google

Danville Employees Have Busy Social Season

EMPLOYEES of the Vermilion County Telephone Company have been quite active along social lines during the winter months. The following are some of the activities:

On November 3 the operators of the Danville exchange gave a dancing party in the ballroom of the Elks Club, to which were invited all of the operators from the suburban exchanges. More than 200 persons were present. Among the guests were J. H. Barlow, district traffic chief of the Illinois Bell at Champaign, and wife; Mrs. Alsip, chief operator of the Illinois Bell at Champaign; K. A. Mueller of the traffic department, and Miss McQuire, toll service observer, temporarily stationed at Champaign. The hall was decorated in blue and white, the central decoration being a five-foot blue bell.

The plant employees of the Danville exchange put on a rabbit supper on Tuesday evening, November 21. On the Sunday preceding, a hunt was organized, and the plant men went out in twos in various parts of the county—to get the rabbits for the supper. A bag of sixty-five rabbits was the result of the hunt, and on the night of the supper fifty-five men were seated at the tables, which were set in the company's garage, 18 North Franklin street. Foreman Patterson of the Illinois Bell and his gang of seven men, who were temporarily stationed at Danville completing the layout of an underground toll line cable through the city, were also present. Allen T. Gordon, secretary of the Danville Chamber of Commerce, was the guest of honor, and gave a short talk following the supper.

On the night of December 22 the company gave a Christmas party to all employees. This party was held in the garage and storeroom on North Franklin street. Approximately one hundred and fifty persons were present, all exchanges being represented. A large Christmas tree was donated by the firm of Smith's Sons, florists of Danville, and this was decorated by a committee of operators from the Danville exchange. During the evening music was furnished by an orchestra, and several special numbers were put on, such as fancy dancing by two little girls. The rest of the evening was spent in dancing, and following that supper was served.

On Sunday morning, December 24, fifty baskets were distributed to poor families in the city of Danville. The names on the list were furnished by the local chapter of the Red Cross. These baskets, in addition to food for the Christmas day meals, also included a pair of heavy woolen hose for each child in the family, toys for the young children and candy. The funds for these baskets were obtained by the Good Fellows' Club of the employees through a sale of tags among the persons working for the company. The work of preparing the baskets was handled through a committee of the employees, under the direction of Miss Margaret Dallas, chief operator, assisted by Ralph Davison, chief clerk to the plant chief, and Miss Elsie Roberts, general bookkeeper. Just prior to the distribution of the baskets on Sunday morning, nine of the company cars were loaded with baskets and, accompanied by Claude P. Madden, mayor of Danville, the cars paraded to the square, where they were lined up and a picture taken.

Development of Insulators Has Required Many Years

ALTHOUGH overhead telephone wires long ago disappeared from the larger cities, there is one New York roof upon which a number of glass insulators, such as are familiar sights in the rural sections, may still be seen. They are not, however, in active service but are being subjected to "life tests" under actual weather conditions. Frequent observations of the results of the exposure of these bits of glass to the elements are made by engineers of the Bell System research laboratories, on the roof of which the insulators are arranged.

This is but one phase of research work, extending over four decades, which has produced the telephone insulator of today—a piece of equipment which, in spite of its apparent simplicity, plays an important part in the transmission of the delicate currents which make possible efficient telephoning over aerial lines.

As in the case of many other forms of telephone equipment, the telephone insulator had its origin in similar apparatus used in connection with the telegraph. In the first telegraph lines no insulators were provided, the wires being held in slots in the cross-arms by small wooden blocks. At a somewhat later date glass knobs were employed, followed by glass insulators with a single unbrella-like surface.

Early in the development of the telephone it was found that this insulation was inadequate. Porcelain was tried but, while good electrically, it was found that insects soon entered the dark recesses underneath these opaque insulators and, by spanning the insulating surfaces with their webs and nests, seriously impaired their efficiency.

The telephone insulator now used on certain types of toll circuits is of the "double-petticoated" type, that is, having two flared surfaces instead of one. This design protects the wires from short circuits due to dampness in wet weather and has been found greatly superior to the earlier types. By improving the shape of the groove in which the wire rests, it has been possible to make the insulator provide increased support for the wire, an important item when ice and wind impose heavy stresses on the lines.

Although other improvements, such as the telephone repeater and the loading coil, have contributed largely to making long distance telephony possible, the humble glass insulator is still an important factor in providing service over aerial lines and has amply justified the years of research work which have been expended in improving it.

Owns 4,000 Patent Rights; Applies for 2,000 Others

THE celebrated telephone patent of Alexander Graham Bell for the invention of the telephone, which has been called the most valuable patent ever issued in any country, has been followed by a large number of other patents, all of them important and many of them essential to the development of the telephone principle which Dr. Bell invented. The Bell System maintains a staff of over 1,000 engineers continually at work on new ideas, either originating new advances into telephony or adapting and developing ideas that are acquired for practical use. In this way the telephone industry meets its needs with practical devices and new patents. The American Telephone & Telegraph Company owns more than 4,000 patents. Applications for 2,000 more are pending in the United States Patent Office.

Telephone People Wed

TWO telephone people, William J. Thorpe, a lineman in the construction department, Chicago, and Miss Ada Phipps, until a few weeks ago an operator at Franklin office, Chicago, were married at the home of a third telephone employee, E. B. Hindall, 4243 Monticello avenue, on Christmas eve. Following the ceremony a wedding dinner was given at the home of Mrs. J. Geybauer, 5042 North Winchester avenue.



MR. AND MRS. W. J. THORPE.

The groom has been an employee of the Illinois Bell Telephone Company since September, 1912 and Mrs. Thorpe was an operator for about eighteen months.

Digitized by Google



Honors for M. P. Flynn

By A Collector

ON December 27 a banquet and entertainment was given at the Elks' club, Chicago, in honor of M. P. Flynn by the Collectors' unit. The occasion for the honors was Mr. Flynn's promotion from head of the collection division to district manager under the unit system established in the Chicago commercial department last month.

Our president, C. O. Brown, was the toastmaster and was ably assisted by our secretary, A. J. Garrison, who had charge of the entertainment. We judge from the remarks we have heard since that it was a great show and enjoyed by all.

Among the officials present were A. R. Bone and W. G. Luscombe. Also there were several former collectors present, namely Alderman Timothy Hogan, John A. Monahan and Ex-captain Billy Flynn. Mr. Monahan sang a few songs which we all enjoyed very much.

After Mr. Bone, Mr. Luscombe and Alderman Hogan had spoken, Old Kid Gedney, whom, our president said, has worked for the I. B. T. Company, about a hundred years, presented Mr. Flynn with a beautiful stick pin, a gift from the Collectors' unit.

This was a little too much for M. P. and he was so flabbergasted he could only say "thank you." However, all the boys understood how he felt, so words were unnecessary.

After Flynn "came to," we proceeded with the entertainment, which included a song written to the tune of "What's the Matter With Father" by those two well-known song writers, Messrs. Brown and Floreen. The entertainment was concluded with everybody singing:

What's the matter with Mort Flynn?
He's all right.
What's the matter with Mort Flynn?
He's all right.
We hope this change will be for the best.
And at his new post we wish him success.
What's the matter with Mort Flynn?
He's all right!

A Committee of One on Public Relations

"SAY George," said the wire chief the other day, "I'd rather jump on you than any one else of the gang, perhaps because you are generally right and tell the truth; and besides I get regular information from your 'come-backs.'

"What was it that took you so long yesterday on the STAte 0396 case, where you found a 'wet cord'? You don't often take over an hour to put in a new cord and report it to the desk. Understand, I am not 'wolfing,' but the report sheet looks bad on the face of it, if one did not know you."

"Well chief, you're right and you're wrong, principally both, though I should have told you about it, without waiting for you to ask me. Now if you have a few minutes just listen to the answer, it's longer than usual.

"You and I started in this game together. Now you are the wire chief and I am a repairman. I respect your job, but I like my own. You may come in contact with our subscribers, but it is mostly by telephone, while I have the privilege of rubbing elbows with them. I'm something like a good doctor (that is if I am a good repairman) I'm called when they are in trouble, and I get a lot of satisfaction out of fixing them up."

"Yes George," said the chief, "I know all that, but what has that to do with the time, over an hour, spent on a cord renewal job?"

"Say chief, I've got to tell this story my own way or I'll miss the point. Yesterday's case on Doc Williams' line, STAte 0396, made me like my job better than ever.

"You well remember 'way back when' in the list of telephone subscribers there were always a few whom we called chronic kickers. Well, as a class, they are extinct. They have

Digitized by Google

either died off or been properly educated, though occasionally one may find what Darwin would call an individual with a tendency of reversion to type. For a minute yesterday I thought that Doc Williams was one of that kind, but only for a minute. He wasn't, he isn't and I'll bet thirty cents that he never will be in that class.

"In general, the doctor had a legitimate kick coming. It seemed as if a full block of pink tickets would be necessary, but nay, nay. I'm a great believer in the pink ticket business, but this case looked to me like one for immediate action, so I appointed myself a committee of one on public relations and for the moment half forgot that I was a repairman.

"If you will dig up Doc Williams' repair ticket, you will note that since he moved into his new quarters, six months ago there has been a string of trouble, 'way above the average and apparently no one to blame, but just a combination of fate, bad weather, storms and accidents.

"If I were an astrologer or was superstitious I'd say that his line was put in at the wrong time of the moon, but that is no alibi for us, we have to keep 'em working moon or no moon.

"Well, when I blew in on a 'permanent signal,' there was a caller in the doctor's office and he was kicking at having had to drive over because he could not raise him by telephone. Of course the doctor had 'been there all the time' and I guess it was true, too, with lucky me arriving just in time to make it a three-handed deal, two of them with pat hands and me drawing one card. Perhaps it was luck, may be just my trained faculty for sensing telephone trouble, but anyhow I spied a discolored spot on the rug, right by the signal case and then I noticed that the cord had been wet and was also off color.

"The instrument was not near enough to the window to have been wet by the rain. So I made a good guess. I drew to the two pairs and filled.

"Then came the play—

"'Doctor,' said I, 'do you know how to take that spot out of your rug?'

"'Yes,' said he, 'I think soap and water with a little ammonia will do it, for I broke a bottle of acid solution there last night. It'll come out all right.'

"That was just what I wanted to know, so I said, 'Doctor you and the telephone company have had a lot of trouble with this line. Sometimes it has been the fault of the elements, which we can't control, sometimes the telephone company has been unwillingly responsible but this particular time, your being out of order was caused by the accident you had in spilling the acid solution on the floor and wetting the cord.

"'Just now, I represent the telephone company in my own small way, and I know that they have no more desire than you to have lines out of order. The company loses money in trade—and in addition they have to send me or someone else over from the office to repair the trouble.

"'I don't know, doctor, but it is my personal opinion that the company might be more than willing to split the present repair expenses with the subscriber if someone will but tell them how to make and install telephones, lines, switchboards, batteries, ringing generators, charging machines, etc., so that they would never get out of order or cause trouble.

"'That will be done about the same time that some inventor gets up an attachment for automobiles which will automatically change tires while running by simply pushing a button on the dash board.'

"The doctor laughed, the caller smiled and we separated after a good healthful talk about telephone service, and I am going to hold my membership on that self-appointed committee of one on public relations from now on.

"And say, chief, telephone times are better than they used to be. I don't believe that there ever were any 'good old days.' We merely forget the tough times and remember the good. The old times may have been 'good considerin',' but the good days are right now, with better days coming.

"You know now why I spent two hours on Doc Williams' case. Do you think I did right? Anyhow, it was the best I knew at the time."

THEODORE N. VAIL MEDAL AWARDS FOR YEAR 1922

To All Employees:

Your attention is again called to the plan covering the award of Theodore N. Vail Medals for Noteworthy Public Service.

In July, 1922, a bulletin was issued announcing the appointment, by the president, of a Medal Award Committee to consider the cases presented for the year 1922.

The members of this committee were as follows:

F. O. Hale, vice president and general manager, chairman
S. J. Larned, general traffic superintendent
R. N. Patchen, chairman, Traffic Employees' Federation
F. Redmund, general plant superintendent
H. E. Robb, president, Plant Employees' Association
A. R. Bone, general commercial superintendent.
W. J. Oetjen, president, Commercial Employees' Association
U. F. Cleveland, general auditor
E. C. Beardslee, president, General Office Employees' Association.
H. W. Bang, secretary of the committee.

In view of the fact that the Committee on Medal Awards will, in the near future, meet for the purpose of reviewing all cases submitted, it is quite important that we do not neglect to report any case which seems worthy of consideration.

By a special provision, authority has been granted to review cases occurring in the year 1921 and 1920, in order that we may be certain that during the first two years of the plan, no worthy cases were overlooked. This is the final opportunity for a review of cases occurring during these two years and is also final for the year 1922, since, in the future, only cases occurring during the current year will be considered.

If you know of a case, it is your duty to your fellow employee to report it.

Report all cases through the regular lines of organization to the secretary, H. W. Bang, Room 1802, 212 West Washington street, Chicago, Ill.

All cases should be in the hands of the secretary not later than February 15, 1923.

F. O. HALE.
Chairman.

Ideals

By Robert McMurdy

To live in the affections; not to dwell in pride.

To cultivate courtesy, which fosters brotherhood and is in the manner of the heart.

To be gentle with those who serve, since they are not free to resent.

To avoid arrogance, which corrodes the man and estranges his fellows.

To mingle freely with all classes, and thus to know mankind.

To be mastered by no habit or prejudice, no triumph or misfortune.

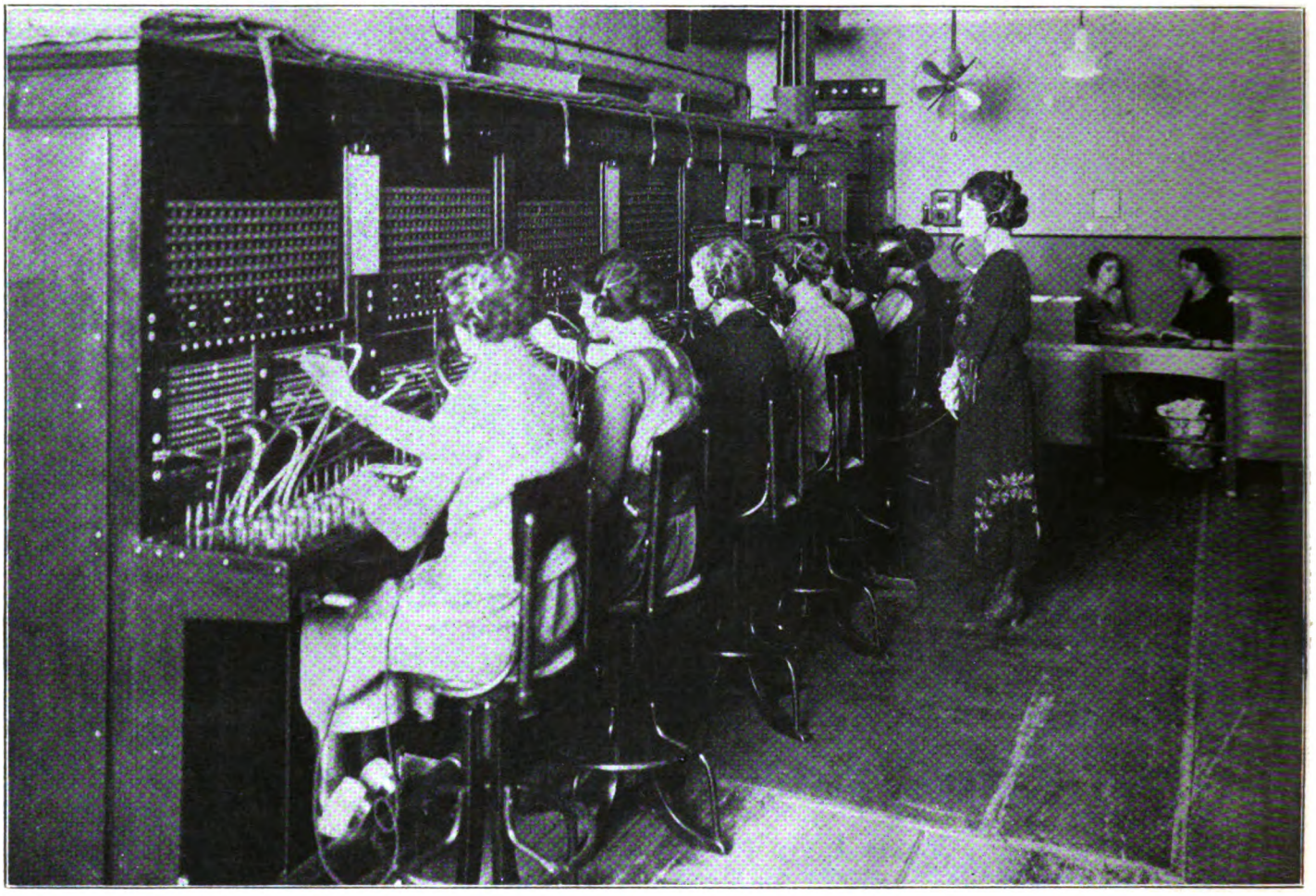
To promise rarely and perform faithfully.

To value people above thoughts, and thoughts above things.

To forswear luxuries, ever indulged by shunting the cost onto others.

To be just, man's supreme virtue, which requires the best of head and heart.

Digitized by Google



NEW SWITCHBOARD AT DOWNERS GROVE

Downers Grove "Cut Over" to Common Battery

THE general trend of population towards the suburbs around Chicago is exemplified by conversion of "magneto" or "ring-down" exchanges to "common battery" service, in order to care for additional subscribers.

Downers Grove, about twenty-five miles west on the "Q," was the latest "cut-over" of the Illinois Bell Telephone Company. This notable event occurred at 9:30 p. m. Saturday, January 20. This modern little city required engineering studies several years ago to formulate plans for additional service, in fact, the war simply postponed much needed construction and equipment for the new common-battery office. However, plans well laid in advance and construction of outside plant to meet future requirements resulted in large expenditures on cable and pole line rearrangements. The year 1921 concluded the necessary part of the work on outside plant to dove-tail in with central office and subcribers' equipment changes to follow.

A change of location to a building suitable for common-battery service was made even prior to the year 1921.

A commercial forecast, supplemented with traffic and equipment engineers' recommendations, resulted in placing an order on the Western Electric Company for seven sections of a No. 9 type common-battery board which replaces five sections of magneto switchboard.

Foreman Coneycutt of the Western Electric Company with a force of equipment installers worked several weeks on necessary details to place and assemble this equipmnt. With keen foresight, the cables leading to the old board were so arranged, when first placed during the year 1914, that the switchboard could be shifted across the room while the new switchboard was being installed.

After installation was completed, Mr. Taylor took charge of final details for the "cut." Under his direction, Messrs. Bell, Brozio, Dorband and St. Peter connected the two boards temporarily by cable "third legs," tested and adjusted apparatus, and finally made the cut.

Twelve hundred subscribers were, at a given signal, switched to common-battery service without interruption, delay or trouble resulting.

Wire Chief Allen Helsten, assisted by Messrs. Seavers, Hammer, Keck, Stoner and Tress, followed up the work by removing the "ring-down" sets and installing new apparatus in the subscribers' premises.

District Traffic Manager G. C. Leekley and Mrs. Nina Hoffert, chief operator, assisted by Miss S. C. Young and Mr. Gardner, had sufficiently planned the traffic details to provide instruction and training of the operators for the new switchboard.

A limited article like this one cannot begin to convey the many carefully planned details necessary to serve the public in connection with a cut-over.

District Supervisor of Splicing R. W. Dehler and Splicer Bergstron are to be commended for good work in extending new silk and cotton covered cable from splice at underground cable to the new main distributing frame.

England and Holland Now Telephone Under Sea

THE recently opened submarine telephone cable between England and the Netherlands has made it possible to communicate directly between the principal cities of these two countries. At the present time there are two circuits working on which it is planned later to superimpose a third circuit by means of the well-known telephone device—originated in the United States—whereby two physical telephone circuits can be made to produce a third "phantom" circuit.

Digitized by Google



A CLASS OF TELEPHONE EMPLOYEES ATTENDING THE CONTINUATION SCHOOL IN THE FRANKLIN BUILDING, CHICAGO. INSET: LUTHER B. D'ARMOND, INSTRUCTOR OF THE SCHOOL

Continuation School for Telephone Boys and Girls

THAT a school room which, if visited by many telephone employees, would carry them back to their high school days, is located on the tenth floor of the Franklin building, Chicago, is a fact little known outside the small circle of pupils and their immediate superiors and associates.

The pupils are boys and girls of the company, who have not reached the age of sixteen, and therefore are required by law to attend this part-time or continuation school. There are from about seventy to seventy-five pupils who attend regularly—eight hours a week. At present, there are seventy-three students enrolled. These are divided into two classes—one of forty and the other of thirty-three. The larger class meets on Wednesdays and Fridays from 8 a. m. to 12 noon, and the smaller class on Mondays and Thursdays at the same hours.

Luther B. D'Armond is in charge of all instructions of both classes. The curriculum consists of current events, written and oral English, civics, penmanship, arithmetic, physical education and clerical practices.

As most of the students are at different stages of advancement, ranging from grammar school graduates to two-year high school graduates, instruction is carried on upon an individual basis as much as possible. This is especially true in the written work—English, arithmetic, clerical practices, penmanship, etc.

Mr. D'Armond is not a telephone man, but comes from the board of education. He says, "Everything in this class 'belongs' to the telephone company—the desks, the room, and the students, with the exception of the instructor. One of my biggest jobs was to get the 'telephone spirit' and pass it on to these boys and girls here who when they come to me are new employees of the company." How well he has done this may be shown by the fact that until recently about eleven pupils over sixteen and, therefore not required by law to do so, attended the school regularly at the request of their department heads.

Instruction is on a thoroughly practical basis. The importance of safety first and accident prevention is brought out many times in the class in civics. In clerical practices, the student is instructed in those lines which will aid him in gaining advancement in his department, and in the other classes, the same idea predominates.

Continuation schools are operated under state and federal laws which provide for the compulsory attendance of all minors who are working and are above the age of fourteen and below the age of sixteen years. The present law provides for the extension of the age limit to seventeen years in 1923 and to eighteen in 1925. However, the proposed extensions are optional with the local board of education and owing to the lack of buildings in Chicago there is likely to be some delay.

Mr. D'Armond estimated that when the age limit is advanced to seventeen, about 400 pupils will be in attendance at the telephone continuation school.

The expenses of continuation schools are provided for under a federal act—the Smith-Hughes Act, in which the Federal Government pays one-quarter of the expenses, the state one-quarter and the city one-half.

Tangier Telephone System Over 40 Years Old

IT is said that Tangier, Morocco, is one of the first cities outside the United States in which telephones were used, the service having been established there over forty years ago. Practically the same system, however, is still in use. The circuits are all operated on a one-wire basis with the earth as the return conductor. Although nominally each of the 600 subscribers has a number, the person making the call usually asks for his party directly by name. At the present time the installation of a new system is under way, consisting of the latest type of common-battery switchboard and modern instruments.

Unnecessary?

ED MOEBIUS: "I thought you said you were an experienced jazz player."

New Bandman: "I am."

Ed: "Humph, then what are you tuning your instrument for?"

Digitized by Google

TELEPHONE DIRECTORIES FROM EUROPEAN COUNTRIES

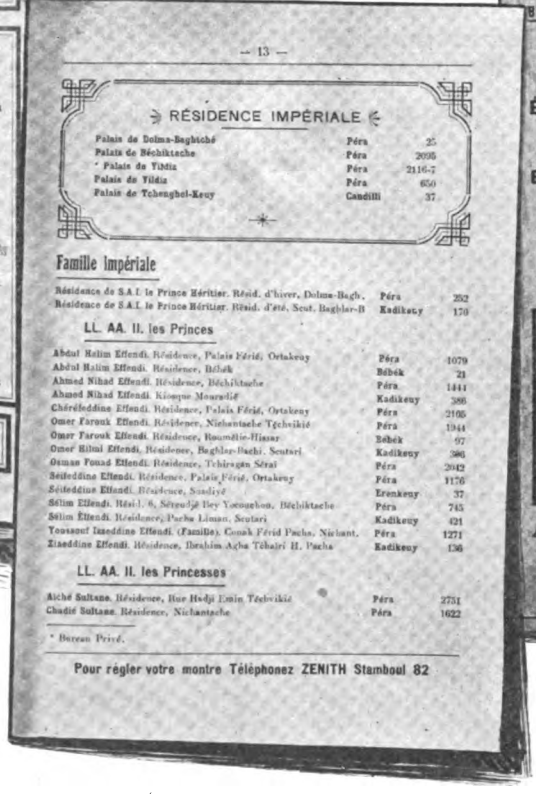


Front cover of the Rotterdam directory.



Warsaw directory. The American company whose advertisement appears here has now discontinued its Warsaw office.





(Above.) Cover of the Constantinople directory and (left) page from the directory showing the listings of the imperial telephones.



Front cover of the Budapest directory.

Digitized by Google

DIRECTORIES FROM MANY LANDS

George B. Wellbaum, Publicity Manager of Indiana Bell Telephone Company, Has Made Interesting Collection of Telephone Books and Facts from Foreign Countries

"NUMERO, s'il vous plait," says the operator, and the Constantinople telephone subscriber will reply, "Pera-duex-double-un-six" if he wished to call the Palais de Yildiz, the imperial residence of the former sultan. This and many other interesting facts concerning the telephone company have been obtained by George B. Wellbaum, publicity manager of the Indiana Bell Telephone Company, who has received directories and information from telephone companies in many foreign countries. Below is given some of the information obtained from Rotterdam, Constantinople, Warsaw and Budapest:

The Constantinople Telephone Company, incorporated in Turkey under the name of the Société Anonyme Ottoman des Téléphone de Constantinople, operates about 7,200 lines in Constantinople. They have two central offices on the European side of the city, with 6,200 working lines, and in the remaining office, in both European and Asiatic sides, about 1,000 working lines. Tariff on business telephones is 16.50 Turkish pounds per year, with 550 calls. An extension is 4.50 Turkish pounds per year. P. B. X. cost 12 Turkish pounds per exchange line per year, with extensions the same as for business telephones; 1,500 calls per line per year on P. B. X.'s cost 45 Turkish pounds. Residential service is 15 Turkish pounds per year, including 500 calls. All calls over the minimum, whether business or residential, are five piastres per call. (The nominal exchange rate of the piastre is around 4½c; 100 piastres make a Turkish pound, which is roughly equivalent to the English pound sterling.)

Constantinople telephone directories are published in both French and Turkish. In looking through the French copy, the cover page of which is reproduced on the opposite page, many advertisements are noted. These are printed in French and English, depending on the advertiser, and in one case, that of the Liverpool and London and Globe Insurance Company, whose ad occupies the inside back cover, the page is divided into two sections—the upper portion containing an English advertisement and the lower portion a similar advertisement in French. The United States Shipping Board and the Standard Oil Company of New York are two other subscribers with which Americans would be familiar.

The French 1922 telephone directory is well gotten up and compared quite favorably with an American directory of an exchange of a similar size. It contains the usual instructions as to how to use telephone, etc., which is also similar to American directories. A page is devoted to a picture of one corner of an operating room, below which is a cordial invitation to the subscriber to visit the central office "any time or any hour." The equipment shown in this picture appears to be a standard Western Electric multiple type of switchboard.

American travelers in Rotterdam can find an American bar and cafe run by one J. M. Steven, on page 292 of the Rotterdam telephone directory—a book of over 300 pages, and listing about 20,000 telephones. This book also lists the United States Shipping Board as a subscriber of the telephone company, and the American Express Company. About six pages of classified business advertising are carried in the rear of the book, and seven pages, including the front and back inside and outside covers, are used for advertising. One of the sheets in the front of the book is ruled and left blank for ready reference of telephone numbers, as is done in many American telephone directories.

The American Relief Committee is one of the largest subscribers listed in the telephone directory of the Société Polonaise des Téléphones par Actions, of Warsaw. The book contains about 28,000 names and two pages of advertising. The company has 27,300 subscribers and about 2,300 extension stations are in use. The tariff for the last three months of 1922 for residential telephones was 45,000 Polish marks. Business telephones are divided into two classes. A tariff of 75,000 Polish marks per quarter is in force for office telephones and semi-public telephones, and 150,000 Polish marks per quarter for public telephones in cafes, restaurants, etc. This tariff appears to be for unlimited service.

The Budapest Telephone Company, in a letter accompanying their directory, say that the telephone business is managed entirely by the government and the company is a "factory" which only furnishes the wanted telephone supplies to the government. A flat-rate system exists and is divided into two groups: one for main stations and the P. B. X.'s. For the main station, a fee of 24,000 Kronen is in force for the year, and for P. B. X.'s the rate is according to the number of sub-stations and trunk lines: per sub-station, 5,000 Kronen; per trunk line with one sub-station, 32,000 Kronen; from two up to ten, 48,000 Kronen; ten to fifty sub-stations, 56,000 Kronen; 50 to 100 stations, 80,000 Kronen; from 100 up, 106,000 Kronen.

The letter states further that in the near future the government intends to introduce a message-rate system.

The letter ends with the writer showing a great deal of interest in the machine switching system used in this country, and asks for information regarding it.

The Budapest directory is a book of over 700 pages, containing what appears to be a classified business list. In the back pages about eight pages of advertising, including the covers, is carried. Of the four telephone books, this is the only one in which the American Legation is listed.

Telephone Industry Grows in Belgium

IN this day when so much is being said of the desirability of the extension of American trade to the other countries of the globe, it is interesting to note that the International Western Electric Company has just celebrated the fortieth birthday of its Belgian protege, the Bell Telephone Manufacturing Company of Antwerp, one of the most flourishing manufacturing concerns on the other side of the Atlantic. This organization dates back to 1882, when a Western Electric man went over to Europe and gathered together a modest shop force of seven untrained native workmen, which was the nucleus of a factory that has expanded until to-day it employs 3,000 skilled operatives and ranks as Belgium's fifth largest exporting industry.

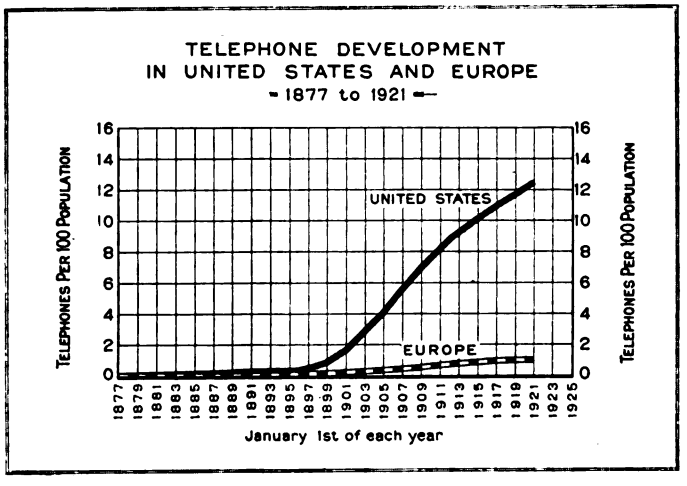


CHART SHOWING THE TREMENDOUS TELEPHONE DEVELOPMENT IN THE UNITED STATES AS COMPARED WITH EUROPE

Digitized by Google

Called Home

PROMPTED by news of the death of Mrs. B. E. Sunny, E. S. L. of the Chicago commercial department wrote the following verses:

Through the mists of sorrow
That envelop the Earth
Another sweet soul has sped,
To the land of Tomorrow
That awaits us from birth,
Her spirit is silently led.

To lose her dear presence
Brings grief to us all,
A grief that is hardest to bear
But sadness is lessened,
And tears check their fall
And her loving memory we share.

Her voice we can't hear,
Nor be blessed with her smile,
For they are no longer of Earth.
But we'll ever revere
And in memory's file
Retain their immeasurable worth.

Unstandardized Telephone Sets Hamper French

TO an American the idea of a telephone is a perfectly definite conception so far as physical appearance and manner of operation are concerned. Whether he is in Chicago or San Francisco, New Orleans, Milwaukee or Indianapolis, the same familiar instrument is near at hand to serve his needs. In France, however, the type of telephone used is apt to vary considerably not only in different sections of the country, but even within the same locality.

The reason is that in France the service is operated by the government, which, however, does not of itself manufacture any instruments, but grants concessions for that purpose to a number of competing manufacturers. The subscriber in all large cities—to which the service is largely confined—is compelled to purchase his own instrument outright, and he is permitted to choose any one of about 150 different types.

The government undertakes to look after the maintenance of the subscriber's telephone, but it will not hold itself responsible in case the dealer has delivered a defective instrument. In such cases the division of responsibility is frequently a much mooted question, there being instances on record in which the exchange of correspondence regarding such a matter between the subscriber, the telephone administration and the manufacturer has stretched over a period of several months. The worst feature of the situation is that pending the settlement of the dispute the unfortunate subscriber must do without his telephone service.

Death Takes Mrs. Bell

MRS. MABEL HUBBARD BELL, widow of Alexander Graham Bell, inventor of the telephone, died January 3 at the residence of her daughter, Mrs. David Fairchild, at Chevy Chase, Md., near Washington. Another daughter who survives her is Mrs. Gilbert Grosvenor of Washington. Mrs. Bell never recovered from the shock of her husband's death six months ago.

Mrs. Bell was born in Cambridge, Mass., on November 25, 1859. She was the daughter of Gardiner Green Hubbard. When three years old she suffered from a severe attack of scarlet fever, which left her completely deaf. Through the persistent efforts of her mother she was able, when six years old, to use speech and read lips so well that she could understand what was said to her by her friends and was understood by them.

In November, 1874, she went to a private training school in Boston maintained by Alexander Graham Bell to have her voice benefited by his method of voice culture. Mr. Bell met Miss Hubbard frequently at the home of her parents and fell in love with her. Out of their romance grew Mr. Bell's inspiration to invent the telephone. His hope that he might find a means of enabling her to hear led to experiments in the realm of phonetics, and this resulted in Mr. Bell's great discovery and invention.

The experiment was financed largely by her father, who became the organizer and first president of the Bell Telephone Company. After the invention was recognized by the world Mr. Bell and Miss Hubbard were married. They made their home in Washington in the winter of 1878-79.

Out of Mrs. Bell's loss of hearing grew other notable advances in the scientific world. It was Mr. Hubbard, her father, who demonstrated the futility of the contention that deaf children could be taught only by the use of the sign language. He arranged a demonstration in lip reading and speech by his little daughter for the benefit of a legislative committee of Massachusetts.

The legislators were so impressed by her ability to speak and understand what was said, though she was deaf, that a charter was granted for the now well known Clarke school at Northampton, Mass.

J. P. Clowry Passes on

JOHN P. CLOWRY, a captain of collectors in Chicago, died December 24 after many months' illness. He had been with the telephone company fifteen years.



J. P. CLOWRY

Last April, when Mr. Clowry was stricken with a serious internal hemorrhage, 150 of his fellow collectors volunteered to submit to a blood transfusion operation to save his life. Twenty of the 150 were given preliminary tests, and of these the physician finally chose William F. Costello. The blood was given in an operation April 2.

Mr. Clowry's condition greatly improved. On September 27 he returned to work apparently recovered. But a week before Christmas he was again stricken and was operated upon. Death followed this attack.

He is survived by a widow and two children, who have the sympathy of his many friends.



MISS CARRIE JOHNSON

Death Takes Chicago Toll Operator

MISS CARRIE JOHNSON, a Chicago toll operator, passed away on Tuesday, December 18, 1922. She had been employed in the toll department since September 25, 1919, and her bright smile and cheerful disposition will be missed by all of her friends and associates.

Miss Johnson was taken ill on November 15 with pneumonia, and for a time great hopes were held for her recovery, but complications of several diseases developed which caused her death a week before Christmas.

Digitized by Google

TELEPHONE TRAIL BLAZERS WITH FEBRUARY SERVICE RECORDS

William M. Willhite

February, 1882—41 Years

"BILL" Willhite came to the service as sort of Valentine 'way back when the telephone was just out of its cradle and still learning to walk. "Bill" must have been considered a worth-while gift for he has been kept on the payroll continuously during the last forty-one years. To get an idea how long that is, please consider that there are thousands of persons with the Illinois Bell, grown up and helping Bill give service, who were not born when he started.



WILLIAM M. WILLHITE

The Union Telephone Company was operating in Springfield in 1882, when, on February 14, Willhite got a job doing right-of-way work in the construction department. In June of the following year the Union consolidated with the Central Telephone Company, which was operating in other parts of Illinois. From this came the Central Union Telephone Company.

Bill stayed on at Springfield, but by that time he had learned to climb poles. He has been toll repairman, collector, solicitor, sub-license agent and was manager at Taylorville for eight years.

If Mr. Willhite boasts that all telephone wires are underground in Springfield's business district it may be because he thinks of the time even before poles were used in the city. All wires then were strung on house tops.

He is now right-of-way agent working out of Springfield, and he should know the territory. Many times in "ye olden daye" he walked to Taylorville, Carlinville, Lincoln, Illiopis, Virginia and other towns in a thirty-mile radius hunting trouble on toll lines.

—

William G. E. Peirce

February, 1895—28 Years

Everytime we hear that name pronounced correctly, according to the Peirce family, we start all over again to wonder how to spell it.

For the benefit of those who may not be fortunate enough to enjoy the personal acquaintance of this stately and dignified representative of the Chicago commercial department, let us explain that the name is pronounced as if spelled Purse; so following a well known memory system—think of money and then of purse—Mr. Peirce, and you have the combination.

As a matter of fact, Mr. Peirce is one of the best known telephone men in Chicago, nor is his acquaintance limited to that city.

His activities in many clubs and societies have made him a host of friends and of the best kind. We could tell much of him, but inasmuch as he is away on a trip to New York, we must be careful not to stretch truth or dates or tell tales out of school. Many of our readers have doubtless seen the merry picture film,



WILLIAM G. E. PEIRCE

gotten out by the Chicago company, a few years ago, under the title of "A Telephone Romance." You may recall the part or character of the banker father. That was taken by none other than Mr. Peirce, and well done, too; which is but another of many demonstrations of the fact that the telephone business can always produce a man for any emergency, and a good one, too.

Among his talents which are many, including golf (to a degree), we must allude to his rich musical bass voice that just naturally makes him a song leader in a crowd. He inspires them and they just have to follow, and he is just as good a leader in business as he is in song.

—

Walter H. Work

February, 1897—26 Years

This isn't the same Mr. Work we told about a little while ago, but a brother and that's all the Works there are on the Trail Blazer list at present.

Walter plunged right into the telephone business, fixing telephones; that is, fixing them on walls, for he was an installer in the loop district of Chicago.

After a while, he got so that he thought he knew how they were put together, so he became a repairman in the Joliet territory, and later in Waukegan. You know how they used to flit about.



WALTER H. WORK

Walter finally came to Chicago as a repairman, then served "on the desk," as a testman, telling other repairmen where to go. No, we are not swearing.

In 1907, he became the chief testman at a newly opened office—Edgewater, and three years later, was appointed wire chief.

That was too good to last more than eleven years, so by official orders the job of "wire chief" was cancelled. This was in 1921, and the change in routine closed in on Walter as a supervisory foreman of exchange station installation.

Some title, we say, but it carries the responsibility of seventeen gangs of men which we assume is enough to keep any one man busy.

Digitized by Google

Miss S. Cornelia Young

February, 1900—23 Years

Miss Young came to us from the "Far East." No, not Europe or Asia, but from the New York Telephone Company where she began her telephone service in New Rochelle, N. Y. She was one of the first girls to work on an all night job, as an operator in the Westchester division.



SARAH C. YOUNG

Perhaps many of us have forgotten that there was a time not so many years ago when telephone companies employed boy operators for the wee small hours of the night. After about a year's service with the New York company Miss Young came to Chicago and worked as an operator in WESt office.

Like a regular trail blazer, she has been in many positions such as evening chief operator at CALumet office, evening chief at DOUglas, evening senior operator at YARds, evening chief at CANal, and then she went over to the Suburban division when Mr. Abbott was superintendent.

She became suburban chief operator, and later chief instructress of the Suburban operators' school.

She has been acting superintendent of Margaret Mackin Hall at Warrenville, with a "farm full" of regular telephone girls. Now she is with H. E. Eldridge in the Suburban traffic division.

—

Frederick G. Butler

February, 1900—23 Years

Mr. Butler has been with us twenty-three years and if you knew him in 1900, you know him now. He may have added a little weight, but if so it is scarcely noticeable.



FREDERICK G. BUTLER

When he started working for the company, it was in the Order and Record department, on the second floor of the old Main office building.

Mr. Butler went from there to the office of the superintendent of installation and in that capacity had to answer most of the telephone queries of "When do I get my telephone?"

He next appears on the scene as installation clerk at OAKland office, and from there went to DOLglas office as installation foreman, and moved back to OAKland, but this time as chief installer.

For a number of years, Mr. Butler was in the assignment division on the fourth floor of the Bell Telephone building, but at present he is acting as despatcher in the private branch exchange division.

—

Henry H. Lamson

February, 1902—21 Years

Henry Lamson was photographed last month as group wire chief, but before we could get it into print, the fates changed the name of his job to plant chief.



H. H. LAMSON

He is located at Aurora and "manipulates" around in a flivver. This, we know, because the day that our representative went to Yorkville, he had to steal Mr. Lamson's Ford to make the trip from Aurora while Mr. Lamson was in Chicago.

Mr. Lamson began his service in Aurora when the directory boasted of a thousand subscribers which has since multiplied into nearly ten thousand.

He started as a student outside installer, whatever that meant besides work. Of course, he has "had his fling" at most branches of the technical side of the telephone business, but he has grimly hung on to the maintenance work, and if experience could spell, it would doubtless say that telephonically, he knows Aurora and vicinity from A to Z.

His present territory includes ten exchanges which is quite a family to care for.

—

Edward C. Bisson

February, 1902—21 Years

Edward Bisson was the original blueprint artist of the Chicago Telephone Company. No, he does not do that work now, but he has, and he can, for he has not forgotten how.

His first work was in a little pent-house on the roof of the "Old Shop" building at Franklin street, and when those quarters were abandoned he moved his old sun printer to the roof of present Main office building.



EDWARD C. BISSON

Ed was not bothered very much with visitors, for if we remember rightly, the stairway to his place was a ladder, and there was little space to spare. That with low roof and elevator machinery—big developing trays and a big glass printing frame that he loaded with trailings and pushed out into the sun—if any.

Blueprinting in those "do you remember" days was conducted with greater difficulty than now, and with cloudy days—the question of exposure was a factor of some importance, but Ed was a wizard and went along swimmingly except in rainy weather, when blueprinting by sunlight was at a standstill.

As business increased, the uncertainty of sunlight made it imperative to install arclights so that rainy days were eliminated, and Ed's work became more regular—less spasmodic. Then came a steady rush—instead of a double rush of sunny days.

Our Mr. Bisson is very modest, in fact, quite bashful, and hesitated to pose before the camera so we hunted out and dug up a picture of him taken some time ago. If you are a Sherlock Holmes, you may be able to say when it was taken.

Digitized by Google

ST. VALENTINE'S DAY IS PARTY DAY

FEBRUARY 14 is a day looked forward to by children with open and eager anticipation, by young people with half concealed though expectant interest, and by older folks with a stirring of the old time romance.

It's the day, indeed, for a party. Colors should be either red and white or dainty pink and the emblems—hearts, flowers, arrows, valentines mixed up at the caprice of Dan Cupid.

The Invitation

Dainty invitations may be purchased ready to fill in, or if something more individual is wanted they may be made from cut-outs, seals or designs printed on crepe paper or paper napkins. Here is a verse which might be used:

"We are going to give a party
On this well remembered date,
And we're hoping you'll be kind enough
To help us celebrate."

The Table

There is nothing like a tastefully and appropriately decorated table to arouse the enthusiasm of your guests. The directions for decorating the table shown below and for making the "Jack Horner" are:

For the centerpiece, use a box with a lid, and cover the sides with red crepe paper. Cover three No. 15 wires for each of the two large hearts, winding them with narrow strips of red crepe paper, and bend into heart shape. The wires at the points of the hearts are extended through the lid of the box foundation and fastened on the under side with gummed cloth tape. Cut pieces of red crêpe paper about eight, nine and ten inches wide into strips of square petals, which have the corners curled by rolling over a pencil or knitting needle, crushing them up closely. Arrange these strips of petals around the hearts, on the top of the box lid, with the largest at the bottom. A cluster of a dozen red crêpe paper roses with long stems is fastened at the base of the hearts and a large bow of wide maline ribbon is tied at one side, and a Cupid with bow on the other side.

For the place cards, wind wires with narrow strips of red crêpe paper and fasten one end between two of the three inch hearts, on one of which face is drawn with India ink or crayon. Wind the wires over a pencil to make the spirals and bend into flat spirals for the bases. Paste feather shaped pieces of red crêpe paper on the hearts to give the effect of quills. Two small red crêpe paper roses are arranged on the standards, and narrow green or red ribbons are attached, to extend from the centerpiece to the standards with place cards tied on long ends. Sprays of artificial maidenhair fern may be added to the roses.

The nut cups are made with strips of rose petals pasted around the outside of the cups. Strips of green paper cut in irregular points to represent calyx, are arranged over the petals and small Cupids are fastened at one side with a touch of paste.



A COSTUME

A Costume

Perhaps instead of entertaining at home you are planning to attend a costume ball. In this case here are complete directions for making the pretty costume illustrated:

Use a muslin slip for the foundation of the dress and red thread and silkateen for sewing. Paste or stitch two widths of white crêpe paper together for the skirt; measure the correct length and cut off at the top. Cut strips of red crêpe paper about two inches wide and gather through the center making a double frill; sew a row on the bottom of both overskirts and underskirt and one row half way between them. Gather the skirt and a piece of decorated crêpe paper for the overskirt with silkateen, or on the sewing machine and sew the two skirts to the foundation. (When using a ruffler attachment on a machine, always unscrew and remove the lower part.)

Gather a piece of the decorated crêpe paper the required width for the waist, using the part of the design with the garland of flowers and small hearts for the frill around the waist, with a frill of red crêpe paper showing beneath it. A double frill is arranged around the top of the waist and over the shoulders. Red hearts are pasted on streamers of narrow red ribbon which are fastened on the shoulders.

For the hat use a piece of white crêpe paper of full width and long enough to fit around the head. Fold over to make the cap double and paste the ends together. Cover three wires with a narrow strip of crêpe paper. Paste two hearts together, first fastening a wire between them, using pieces of gummed cloth tape to hold it in place. Coil the

(Continued on page 43.)

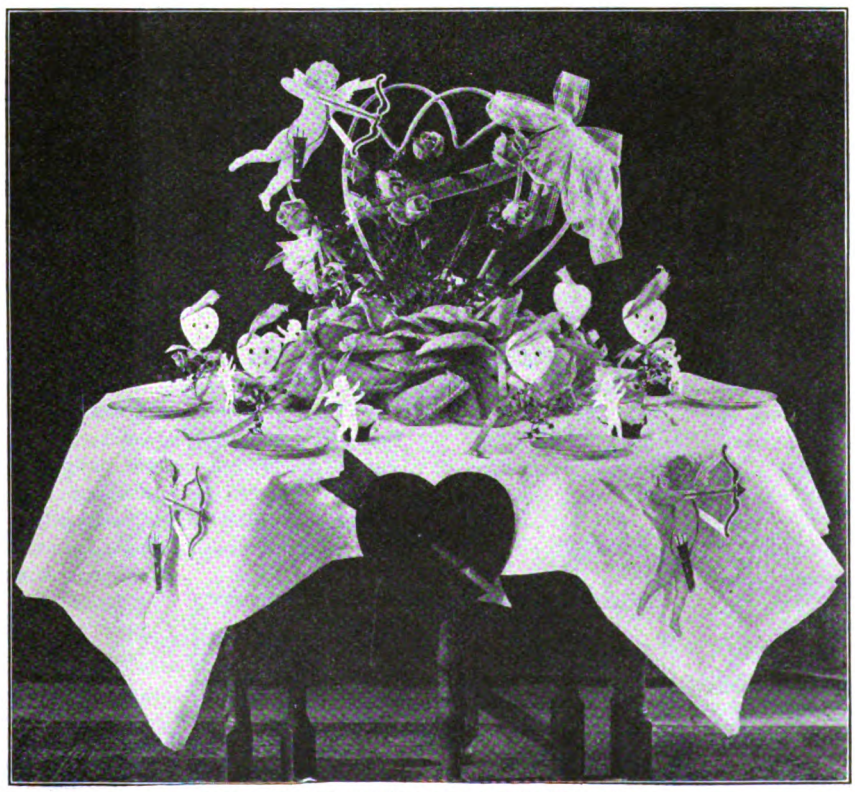


TABLE DECORATIONS FOR VALENTINE PARTY

Digitized by Google

SPRING FASHIONS TO BE PICTURESQUE

Fringed Shawl Adds Touch of the Spanish—Sport Frocks Worn at Many Informal Gatherings—Slender Line Assured by Newest Dresses

By Maude Hall



Dress 1483 Dress 1484 Dress 1467 Dress 1478

IT is possible for all womankind to be stylishly and simply gowned after the manner of the Spring mode. In fact, models for spring are more than stylish and simple; they are picturesque. Crêpe weaves are of first importance in the new cotton fabrics and the great designers of materials such as Rodier, have duplicated in cotton what was featured in wool and silk last season.

Colors are very gay and it makes one happy even to see them. For sports wear there are ratinés with bold stripes and plaids that suggest the artistry of Batik patterns. These will be made into suits as well as into separate skirts for wear with sweaters and various jackets of the unattached type. Sports apparel is so adorable that it will serve many purposes other than the original one, being used for informal afternoons and the little affairs that follow luncheon and come before afternoon tea on the calendar.

Outer garments are quaint and the penchant for appearing Spanish is admirably aided by the fringed shawl. The prettiest shawls are knitted and they afford a bewitching contrast to the sweaters of the season. Being a little more formal than the sweater, the shawl goes places where the sweater dare not appear. Several of the imported shawls are finished with deep silk fringe. A number of exceedingly pretty designs are made of fibre silk, all-silk being very expensive, even when one makes the shawl herself.

The frocks worn with the knitted shawls are as simple and demure as it is possible to make them. The square neck, an old love to which Paris is returning, is featured in an old-blue cotton crêpe

Patterns for Designs

The designs shown on these pages are supplied by The Pictorial Review, New York. Patterns may be obtained from any Pictorial Review agency.

Digitized by Google

with closing at the left side. The dress has kimono sleeves which may be worn short or lengthened with deep sections of self or contrasting material. There is an attached two-piece gathered skirt, finished at the lower edge with a deep hemstitched hem. If preferred, gathered ruffles may be added to the upper edge of a belt of the crêpe to give a semblance of decoration to the waist. A youthful, svelte figure, however, will delight in wearing the frock in all its unadorned simplicity.

A great deal is going to be seen of the lace collar during the spring, which means that large collars of other material will appear to contest the supremacy of the lace favorite. Net trimmed with tucks and insertions of Cluny, filet and Valenciennes lace also makes wonderfully dainty and attractive collars to wear with cotton, taffeta and wool crêpe dresses. An origination in beige crêpe has the oval-shaped neck finished with a large collar of tan lace and a belt of tan and chow color velvet twisted into a large roll.

The newest frocks designed in taffeta, radium and similar soft silks assure a continuance of the slender line. They are draped, as to skirt arrangement, and flowing as to sleeve. Yet withal the folds of material are handled so skillfully that they add nothing to the fulness of the figure. Even in the dresses that contain the most material there is never any great mobilization of drapery. Home dressmakers who make a careful analysis of the creations of the great designers find that a single strip of fabric will cascade into soft folds, if correctly posed. One side caught to a firm foundation and the other side allowed to hang free with the upper and lower edges will produce a satisfactory drapery wherever needed. Ideal for silk, crêpe or satin, is a straight-line frock with the front arranged in panel effect. At the left side the panel is extended so that when it is caught to the lining in the manner just described, there is a resulting cascade with end falling below the hem of the skirt. Rosettes of silver ribbon placed at either side of the front hold in place a narrow belt that extends only around the back and sides of the dress.

The Parisian fondness for simple frocks finds an outlet in many models that can be duplicated at small expense. Of course Paris puts her finest materials as well as her cleverest ideas into the frocks that she sends across the Atlantic, but because they are so devoid of complicated features, the woman who makes her own clothes finds them within the scope of her ability.

Women who can do so are advised to make their selection of spring fabrics early in order to secure the choicest novelties. Even if one cannot use the materials for several weeks, the privilege of choosing the masterpieces of the weaver's art is well worth waiting until the weather is seasonable for their wearing—provided, of course, that one does not live in the tropics.

Of course with a simple foundation, one can indulge in as much beading or embroidery as the fancy dictates. Paris goes in largely for trimmings for formal gowns, but more of them later. Embroidery of sweaters and scarfs are a haute mode.

St. Valentine's Day is Party Day

(Continued from page 41.)

wire over a pencil to make the spiral. Gather the crown of the cap at the fold and draw up tightly, inserting the ends of the spirals. A strip of red crêpe paper six inches wide is gathered about one and one-half inches from the edge and sewed to the crown, frilling out both edges.

Lesson in Home Dressmaking

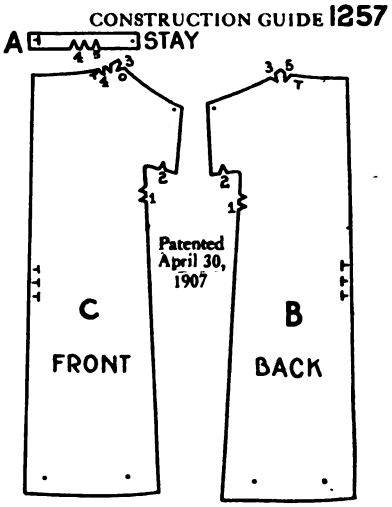
THIS nightgown is in one of the most attractive of the new styles. It is of the slip-on type, with round neck and kimono sleeves. The shoulder seams are left open part way, then finished with ribbons. This treatment allows a glimpse of the arms and the guide should be carefully followed. The front and back sections of the tissue are plainly marked with triple "TTT" perforations, which should rest along the lengthwise fold of



material to avoid seams. There is sufficient room at the side of either the front or back for the shoulders. In medium size the gown requires 3⅜ yards 36-inch material, with 2½ yards ribbon for bows.

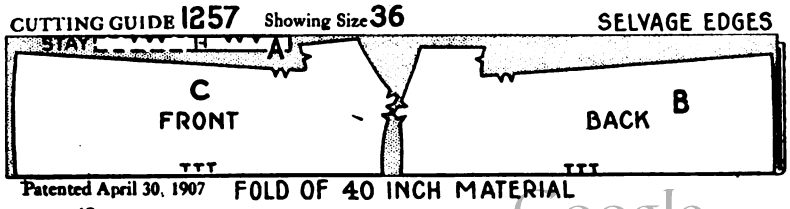
No more charming model could be selected than this for development in the fabrics that are used for lingerie this season. Especially popular are the crêpes and tub satins, though these have not lessened the demand for batiste, nainsook and soft, washable materials.

To make the gown, first close the underarm, sleeve and shoulder seams as notched, leaving the shoulder seam free below the large "O" perforation in front section. The open seams, like the neck, may be bound with fancy finishing braid, if desired.



Next, tack ribbon underneath the lower, free edges of the sleeve at the small "o" perforations. Tie in a bow. Now, gather the upper edge of the nightgown between "T" perforations. Close center-back seam of stay indicated by small "o" perforation. Sew stay to upper edge of nightgown with notches, center-fronts and center-backs even. Fold through the center and fell the remaining edge over the seam. The hem at the lower edge may be hemstitched, or sewed with plain, close hemming stitches.

The favorite colors for lingerie this season are honeydew, orchid, powder blue and black, with white always in first demand.



Digitized by Google

ACCIDENT PREVENTION

"SAFETY FIRST"

The Illinois Bell Telephone Company is a member of the National Safety Council and the Chicago Safety Council

ACCIDENTS DO NOT HAPPEN IN THIS WORLD—
THEY ARE BROUGHT ABOUT

Eight Telephone Men Bitten by Dogs in December

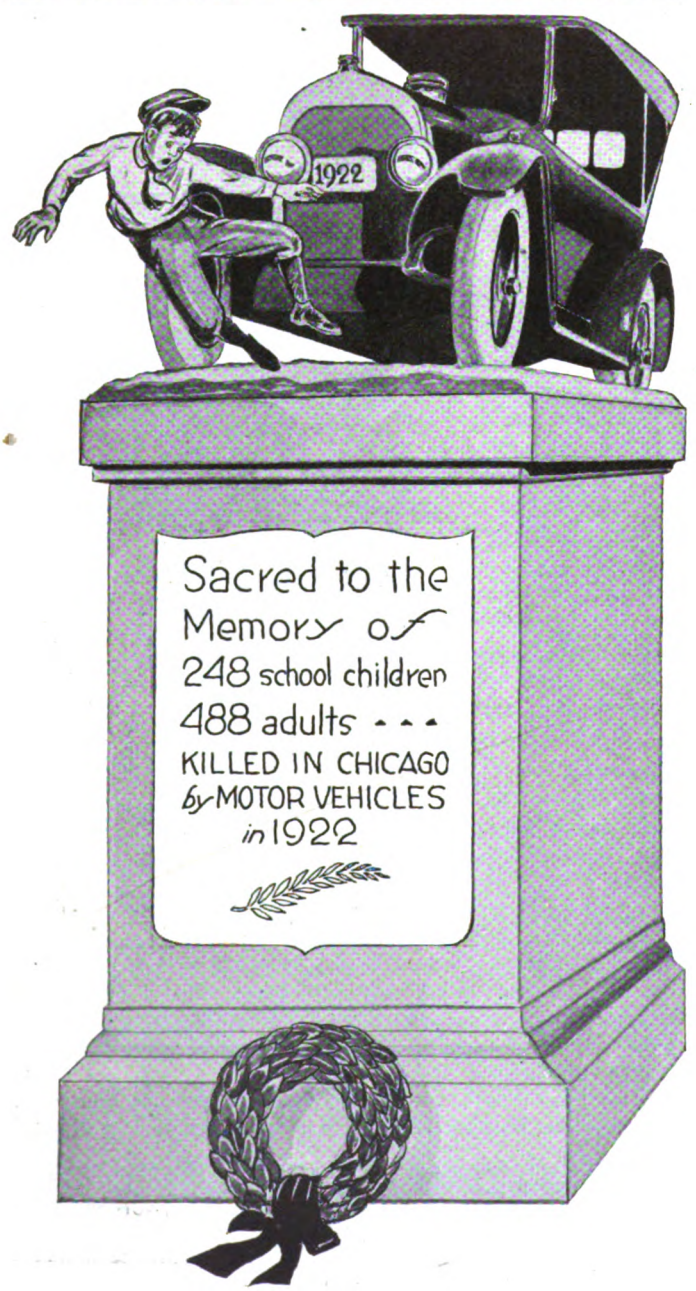
BEWARE of the dog in winter as well as during dog days, is a warning that should be heeded by all of our employees.

Figures show that during the month of December eight of our employees were attacked and bitten by dogs. Three employees of the maintenance department and three collectors of the Chicago commercial division led those who suffered from injuries of this nature. A messenger of the department of buildings, supplies and motor equipment and one man in the Suburban plant also were bitten.

One of our men was recently bitten by a cat.

"Beware of Dogs" is a sign that should be taken literally just as you believe that all wires are "live" until it is proved that they are dead.

Be careful when entering subscribers' premises. Do not take any unnecessary chances with stray dogs on the streets.



WALK TO THE RIGHT, DRIVE TO THE RIGHT
—KEEP RIGHT.

Four Operators Injured in Stairway Accidents

FOUR accidents on the stairways of various offices in the month of December caused operators to lose time and also caused them a great deal of physical and mental suffering.

Two girls in the Chicago traffic divisions slipped and fell on the stairways. One of them injured her right ankle and the other cut her forehead. Another girl caught her hand in the handrail and sprained her right wrist. One Illinois division operator slipped and fell on the steps, spraining her left ankle.

An operator entering one of the offices tripped over a leather mat. She injured her right knee and right arm.

All of these accidents could have been avoided; 1923 is still in its infancy and we should all be careful to avoid accidents that are caused by thoughtlessness.

Chicago Safety Council to Have Busy Year

THE Chicago Safety Council has announced plans for an intensive campaign for 1923 and the advisory committee has approved the expenditure of $100,000 and an equal sum in the succeeding two years.

In addition to the work which has been performed under the auspices of the council in the past it will undertake the operation of the following this year:

Organization of a Vigilance Committee of 500.

Ten district safety councils to be organized in as many sections of the city.

Organization of a safe drivers' club for motorists.

Conducting an annual safety week.

Three schools to be conducted for safety supervisors.

Individual service will be provided for industries.

Installation and maintenance of 150 public safety bulletin boards.

Engage in activities in fire prevention, including an annual fire prevention week.

Monthly meetings for industrial executives.

Operation of two motor schools for chauffeurs and truck drivers.

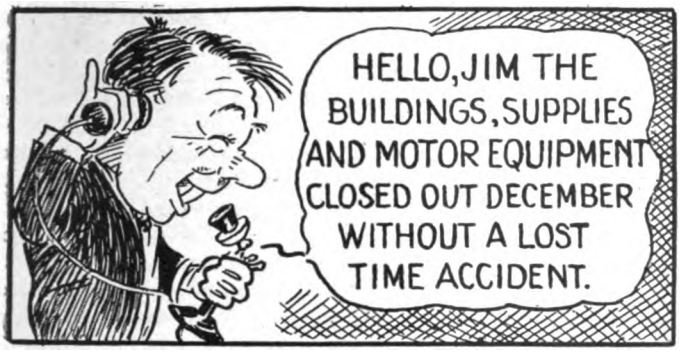
Intensive activities to reduce juvenile deaths and injuries.

Conduct of a school of fire prevention.

Developing public sentiment in opposition to needless accidents and fires.

At a meeting held recently at the Chicago Club, Fred A. Poor, general chairman of the advisory board of the Chicago Safety Council, said: "Chicago's accident and fire record is ap-

Digitized by Google





palling. In the conduct of our city and county last year 1,978 people were killed, 49,450 were seriously injured and $11,800,000 in property destroyed by fire. Automobile accidents alone last year killed more people than the Iroquois fire of 1903; they caused the death of a number children of school age equal to five schoolrooms. Casualties of all kinds killed an average of nearly ten children a week."

A Dream

By a Dreamer

IT was a strange thing, but when I went to bed last night humming the familiar strain, "I dream't that I dwelt in Marble Halls," from the beautiful opera, *The Bohemian Girl*, I began to dream. However, my dreams were not all about marble halls, except those in our buildings.

The first vision of the marble halls I had showed a flock of operators going out of the operating rooms on relief and to lunch. What a revelation! All of the girls were hurrying carefully and not a one of them had left her headset cord dangling. There was no danger of the wearer entangling herself in the cord or of a fellow operator stumbling. When they reached the stairway, I saw the girls grasp the handrail to prevent falling down the stairs and nearly every girl wore sensible low heeled shoes. Oh! what a life!

It seemed that I lingered in the vicinity of the operating room and as I drifted through the room all the girls were busy at the board. Everybody was working hard because it was the peak period of the day. There were several things that I noticed at a glance. The first was that all the girls were holding their pencils in such a manner that they could not injure themselves or their neighbor. They were all handling the plugs properly, too, and did not yank them out, endangering the girls on either side of them.

No matter where I drifted in my dreams I could see the men and women of the Bell family all observing safety rules. In the general offices the clerks were courteous and careful. Out in the field, the splicers and helpers handled the hot solder and paraffin in such a careful way that there was no danger of spilling it and causing severe burns. Linemen did not yell down to their helpers to throw up a chisel to them, but told them to attach all tools to the handline. They all tested their spurs and inspected the poles before ascending and they were making sure that the snaps on their safety belts were secure before trusting their weight on them.

Then I went back to the general offices again and found a lull in several of the departments. I inquired as to the cause and was told that we were having no accidents and that the work of getting up statistics had ceased.

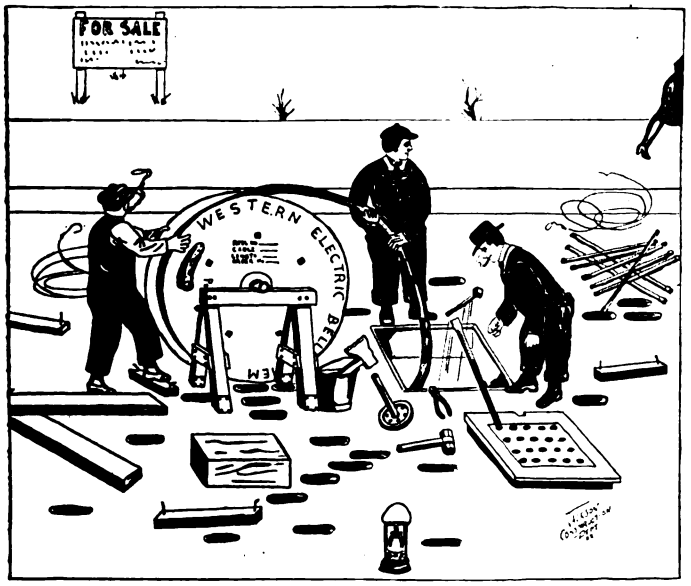
And then I woke up to face another grim day. How I did wish that my dream would come true. It can become a reality if all of us will become more skilled, because it is skill and coöperation that carries the day.

Do You Qualify?

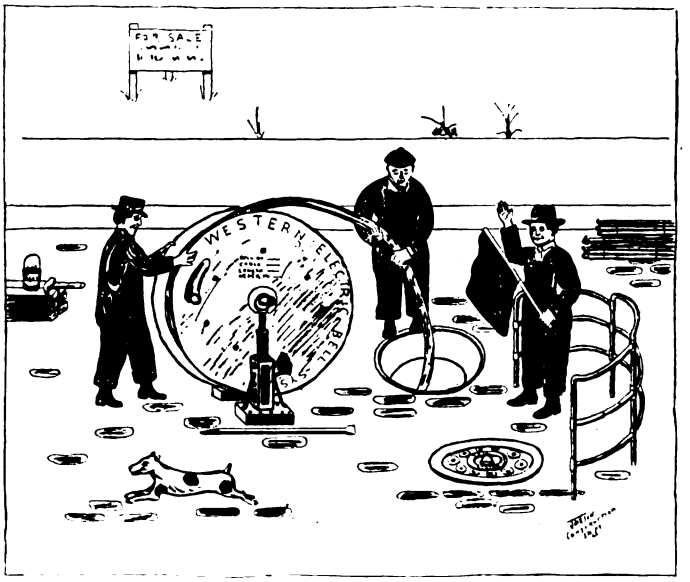
RECKLESS and careless drivers of automobiles are to be known as "flivver-boobs," according to the decision reached by the judges deciding the American Automobile Association's contest to pick a name describing the reckless driver in the same manner that "jay-walker" describes the careless pedestrian. —*Chicago Tribune.*

Safety Sam Says

"THESE birds we see goin' around tackin' signs on telephone poles must think the linemen ain't been havin' enough chances to get hurt."



THE WRONG WAY



THE RIGHT WAY

Digitized by Google

PROMOTIONS

By May T. Dewhurst

MOTHER stood at the door as the girls came home a few days after New Years.

"What's the matter, Mother?" called Tom, who had joined the girls at the corner.

Mother came down the path to meet them and said, "Nothing is the matter, only it is so lonesome since Katie's mother went, that I have been watching for you for a half hour. I've been spoiled lately with so much nice company and such good times."

"Well, you ought to do as the other women do: go down to the bargain sales. Everything is marked down in January, you know. I saw a fellow today who said his wife had saved a half cent on a dollar's worth of goods yesterday and was so dead tired last night, he had to get the supper and he burned the potatoes and lost fifteen cents on the day's trade."

"Oh, Tommy, you made that up! Anyway you won't have to get your own supper; it's all ready and it's a real old fashioned one, the kind they have in Rhode Island."

As she spoke Mother put the Johnny cakes on the table and something in a hot covered dish. Tom lifted the cover and said, "Why, this is what you used to call Rhode Island turkey, isn't it?"

"Yes," said his mother, "I like to have cod-fish after we have been having so much rich food."

"I suppose," said Tom, "It makes you so thirsty you drink more water and that fixes you up after your wild debauch."

Katie laughed, and said as she tasted the delicious creamed cod-fish, "I'd rather have this tonight than turkey. You certainly know how to cook it just right."

"You notice," said Tom, that Mary is devoting her attention to JOHNNY cakes. No wonder they suit her!"

"Now Tom, you think you're smart, don't you? I don't care what name you give them, they are awfully good, aren't they, Katie?"

"I should say they are! I never ate anything like them before. Tell me how you make them, Mrs. Miller."

"Well, you must have fresh ground, white corn meal. Always ask the grocer if it is fresh. The best meal is the kind we get in Rhode Island, ground in the old mills with the big stone grinders and where they don't take anything out of it. This is too white, and it is granulated, while that is soft and creamy when it is cooked."

"This tastes good enough for me," said Tom, as he began on his third.

"I have the water boiling hard in the tea kettle and I pour it over the meal to which I have added just a pinch of salt and a tablespoonful of sugar, and when the meal has swelled, I add more and stir until it is just stiff enough to make into five little cakes, and then I brown them slowly on each side on the griddle, which has to be well greased."

"I like this nice crust," said Kate, as she opened the Johnny cake and spread the inside with butter. "It's like corn pone they make in the south, I guess."

"I dip my hands into cold water and shape the cakes about a half inch thick and that makes the crust better, but of course they are nice made softer and dropped from a spoon, pressing them flat on the griddle."

"Oh, mother," said Mary, who had been unusually quiet, "I think I'm going to get a new position. I haven't told you about it for fear you'd be disappointed if I didn't make good, but I have been acting as senior for several weeks, taking the place of Miss Jerrim, and now that they are opening a new office and are taking some of our girls, our chief operator told me that I would be made senior supervisor."

"Good for you, old girl!" said Tom, "I was just going to tell a little secret of my own, but I don't suppose anyone will be interested in a mere man. The girls seem to think they run this telephone company."

"They do not!" said Katie. "You know what I told you when you got your promotion."

"Oh, aren't you ashamed of yourself, Tom Miller! You got promoted and never told mother!" said Mary.

"Well, I was going to as soon as you gave me a chance."

"Oh, Tom did tell me long ago," said Katie, eagerly. "You see, while we were out Thursday evening he mentioned it."

"Yes," said Tom, "you and John were so deep in conversation that I couldn't break in with a pick-axe. What were you talking about?"

"Oh, nothing much. John has his own ideas, of course, about women's work and—

"Listen to that, mother, will you! She told John before she told you, and then she goes and blames me for not telling you first."

"Now children," said mother, "you don't need to quarrel over me. I don't mind if you care so much about someone that you tell them your secrets first, especially if you tell me pretty soon. I never could abide a jealous mother; it's bad enough to be a jealous wife."

"Well, mother," said Mary, "I wasn't really telling John first; we happened to be arguing—"

"Yes, you should have seen how excited Mary was," said Tom.

"You and Katie were having quite a discussion yourselves."

"Well, you see, Mrs. Miller, I was telling Tom that I could be a supervisor if I wanted to try for it. The chief operator told me so some time ago, but I don't want to be a supervisor—you see I'd have to be real dignified and have lots more responsibility."

"But Katie, you would have more money," said Tom.

"Yes, but who wants money if you have to lose your friends."

"Why, I never lost my friends, did I?"

"Oh, well," said Katie, "you are more of a girl than I am. You have more strength of character."

"Now, Katie," said mother, "you've got lots of character. Just see how you went to work when your mother needed help, and how you left home and came to a strange city to earn money to support yourself."

"I tell her," said Tom, "that it will do her good to try supervising, she'd get more confidence in herself. She's afraid of responsibility, and she'd soon take to it."

"Yes," said Mary, "all you have to do is to be fair and just to the girls and to the public. You are naturally tactful, when you talk with people, I've noticed, and you can be just the same to subscribers."

"Oh, that's different! When I *see* people and talk with folks I *know*, I'm all right."

"Then, why not imagine," said mother, "that you do see them? I guess you are good at imagining, aren't you? Your mother said you used to be when you were little. You'd talk to people, you'd made up and—"

"Did she tell you that?" said Kate with a laugh. "I did have wonderful times with my make-believe people."

"Now Katie," said mother, "I always feel that when our opportunity comes, it means that we ought to take it. Tom will say I'm preaching, but I think that there is something that shapes our lives which is outside of us. Some people call it fate or luck. I like to call it God and to feel that there is some wonderful power working with us. Now why don't you take what is coming to you and see if you don't make good? I think being a supervisor is good training for a girl if she ever expects to have a home of her own."

"What do you expect her to do," said Tom, "train her husband?"

"Well, it depends, Tommy, on whom she marries. I know

Digitized by Google

some boys that need a little training, if you ask me."

"You made out pretty well," said Tom, "and you were never a supervisor."

"Well, I got some good training before I met your father, but that is a story I'll tell you some other time. Now Katie, you said the girls wouldn't like you so well. I think they will love you if you are just and kind and patient, and that is good training for anyone, isn't it?"

"Just look at Mary," said Tom. "See how patient she is with her little brother!"

"Little brother! You're older, and about twice as big as I am, and you are a tease. Anyway, if I had girls in my office like you, I guess I wouldn't be a senior long."

"Well, now, old lady, I'm not so worse. What do you say to my being promoted to a position where I'll have about twenty men reporting to me?"

"Oh, Tommy, have you really had such a job given you? I'm so proud of you," said mother, and in her eyes there was a suggestion of tears as well as smiles.

"Good for you, Tom," said Mary, "I knew you'd get there."

Katie didn't say anything. Maybe she had been saying it the night before when Tom and she went out to see the new moon for "good luck."

"Anyway," Tom said, "I've decided to lay up a little more money, now that I'm going to have a raise and maybe some time I can build a bungalow."

"Just as a speculation, I suppose," laughed Mary.

"Yes," said Tom, "I'll rent it to any deserving couple. You can tell John that."

"John and his mother are satisfied as they are, I guess. He has everything his own way now, and that is what a man usually wants."

"Well, well, John is out of favor, I'll say. I hope he hasn't been trying to boss you. He made the mistake of his life if he did."

"Come on, children," said mother, "put on that dish washing record that I reduce with. You know I am getting just a little too stout, but I'd rather have a tune to work with than waste time in gymnastics."

"You're so efficient, mother, that you are the one who ought to get the promotion."

"Why, Mary," said mother, "I got a promotion long ago. The day Tom, my first baby, was born. You can't get much higher than to be the mother of such nice children."

"There wasn't much money in it though," said Tom.

"No, but something worth more than money, when they turn out so well as my children have. And maybe by and by I'll adopt Katie here. She is worth more than her weight in gold, isn't she?"

And Tom answered by catching Katie in his arms and dancing around the kitchen as he sang with the record: "I could just keep right on dancing, forever, dear, with you."

Technical Reply

"HAVE you read 'If Winter Comes'?" asked Mrs. Dewhurst.

"No," replied Margaret, at Harrison. "Every time I go to the library for it they give me a 'busy' report."



CHICAGO TOLL GIRLS AND SOME OF THE THIRTY-FIVE CHRISTMAS BASKETS WHICH THEY DISTRIBUTED AT YULETIDE

They are (left to right) Misses Letha Brooks, Anna Gorhan, Hattie Voigt, Hazel McDonald, Dora Wells, Josephine Powers, Helen Kwasinska and Angie O'Connell.

Digitized by Google



Jailed for Machine Switching

A telephone man was with a party being shown through the state penitentiary. They heard various tales of violence and larceny that had sent men behind the walls. They stopped at one cell at the bars of which stood a clever-looking young fellow.

"You look like a decent kind," spoke up the telephone man. "How did you ever land here."

"Machine switching," answered the young fellow.

"What!" exclaimed the telephone man. "Machine switching?"

"Yes," said the prisoner, "but it was all a mistake. You see, I drove to the theater in my flivver. After the show I drove home in a Rolls-Royce."

—

Husband: "I've tried to get you all afternoon on the wire and got a busy signal every time."

Mrs. Longtalker: "That's funny. Why I've just finished the only call I've had today."—*Telephone Review.*

—

Step Lively

"All the pedestrians, it is predicted, will become motorists sooner or later."

"Perhaps. If they don't become angels first."—*Nashville Tennessean.*

—

A Hint

"Having your ears pierced for ear-rings must have been fearfully painful—what?"

"Not at all. They are quite used to being bored."—*The Passing Show* (London).

—

Does Seem Strange

"Look here, young man, are you trying to tell me that the generals are in the private offices and the privates in the general offices?"—*Sun Dodger.*

—

Correct

Teacher: "Who can name one important thing we have now that we did not have one hundred years ago?"

Tommy: "Me."—*Los Angeles Times.*

—

Anticipation

Fifty: "Is the pleasure of the next dance to be mine?"

Twenty: "Yes, all of it."—*California Pelican.*

—

Against Nature

Ethel: "Did you hear about Gladys? She has a position as detective in one of the big department stores."

Clara: "Well, I don't envy her. Imagine being known as a plain-clothes woman."—*American Legion Weekly.*

—

Or An Umbrella

"Pa, what is preparedness?"

"Preparedness, my son, is the act of wearing spectacles to breakfast when you know that you are going to have grapefruit."—*Lyre.*

A False Noet

A British tar, home on leave and celebrating the occasion, had got himself into a dilemma. He had hired a taxi, only to discover when approaching his destination that he was penniless. He had dined and wined, not wisely, but too well. But the British navy is a training-school of resourcefulness. He caught up the speaking tube, shouted "Stop!" and jumped out. "I just want to pop into this tobacconist's and get some matches," he explained to the driver. "I've dropped a pound note somewhere in the cab and can't find it in the dark." He entered the tobacconist's, and as he did so the cab and its driver vanished into the night, as he had anticipated.—*The Argonaut.*

—

Skin Games

"Isn't there some fable about the ass disguising himself with a lion skin?"

"Yes, but now the colleges do the trick with a sheepskin."—*Washington Dirge.*

—

Helpful Wind

While on his recent visit to this country Marshal Foch made a witty reply to a man who, when one of the guests at a dinner party in Denver, given by a party of Americans, took exception to French politeness. "There is nothing in it but wind," he said with questionable taste. "Neither is there anything but wind in a pneumatic tire," retorted the gallant marshal, "yet it eases the jolts along life's highway wonderfully."—*The Argonaut.*

—

High Stepping

She: "I wonder what Sir Walter Raleigh said to the queen when he put his coat down for her?"

He: "Probably, 'Step on it, kid.'"

—

Scotsman (at telephone): "What's that, lass? Ye'll no gie me ma nummer till I pit in ma nickel? Na, na. . . . I'll na pit in ma nickel till ye gie me ma nummer."

—

Ethel: "Stella is trying very hard to reduce."

Clara: "Yes, poor girl. She's convinced that beauty is only chin deep!"

—

He Didn't Buy

A Wisconsin editor was visiting in Chicago and decided to buy a new Panama hat. Going into a store, he asked the price of one that looked good to him. The clerk replied, "Fifteen dollars."

"Where are the holes?" the editor asked.

The clerk appeared bewildered for a moment, but managed to ask, "What holes?"

The editor replied: "The holes for the ears of the ass that would pay $15 for a hat like that."

—

Fixing Blame

"Can you keep a secret, Peggy?"

"I can; but it's just my luck to tell things to other girls who can't."

—L

Digitized by Google

The Universal Implement

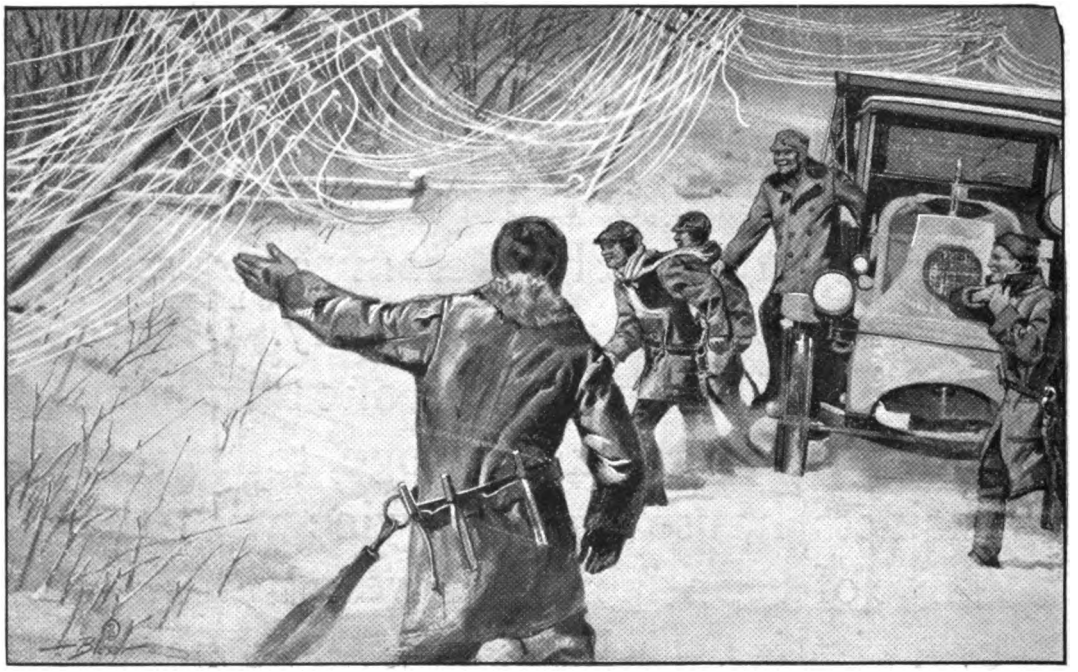
Forty years ago the telephone was a luxury. Today, it has become a necessity within the reach of everybody. Where once a business house had one telephone with a limited talking range, today that business house has a service with the range of a continent and every branch of every business is linked to every other by an intercommunicating telephone system.

This vast extension of the limits of telephone communication has opened up a wide range of uses for Bell long distance service. The long distance service is equally useful in making a social engagement in the suburbs or closing an important business deal in New York, Boston or San Francisco.

"Station-to-station" service is a money and time saver. It is explained in the current issue of the Telephone Directory.

[*An advertisement calling the attention of the public to the vast range of our long distance service and contrasting it with the limited service of a generation ago. Telephone employees may well take pride in telling their friends and acquaintances of this great growth, brought about by the enterprise of the Bell System.*]

Digitized by Google



Whatever else may fail

Linking city, village and farm, crossing mountain and wilderness, the telephone system challenges Nature in her strongholds and battles her fiercest moods.

Out on his lonely "beat" the telephone trouble-hunter braves the blizzard on snow-shoes, body bent against the wind, but eyes intent upon the wires.

North, south, east, west—in winter and summer, in forest and desert—the telephone workers guard the highways of communication. Traveling afoot where there are no roads, crawling sometimes on hands and knees, riding on burros, or motorcycles, or trucks, they "get there" as they can.

When Nature rages to that point where few things can stand against her, when property is destroyed and towns cut off, the telephone is needed more than ever. No cost is too much, no sacrifice too great, to keep the wires open. If telephone poles come down with the storm, no matter how distant they may be, no matter how difficult to reach, somehow a way is found, somehow—in blizzard, hurricane, or flood—the service is restored.

Whatever else may fail, the telephone service must not fail, if human effort can prevent it. This is the spirit of the Bell System.

"BELL SYSTEM"

AMERICAN TELEPHONE AND TELEGRAPH COMPANY

AND ASSOCIATED COMPANIES

One Policy, One System, Universal Service, and all directed toward Better Service

Digitized by Google

BELL TELEPHONE NEWS

MARCH 1923



THE SUPERVISOR

Digitized by Google

OUR FRONT COVER

MISS Supervisor is a more important factor in our operations than her name implies. Hers is a double duty with the single purpose of all telephone employees—the rendering of service that brings satisfactory public relations.

On the one hand she has the direction of eight operators, and she knows that only the best service they can give is satisfactory. She has been an operator. Her present position as supervisor is a promotion earned by her ability. Her thoroughness and courtesy now are constant examples to the girls who handle the millions of calls.

On the other hand she has direct relations with the public at times when her manner and her knowledge of the business can make lifelong friends.

Digitized by Google

Officials and Staff Physicians
HEALTH DEPARTMENT
Illinois Bell Telephone Company



DR. LINN F. McBRIDE
Local Medical Director



DR. HEBER M. GOODSMITH
Division Medical Director



DR. BEVERIDGE H. MOORE



DR. MATHILDA O. LICHNER



DR. PAULINE R. KAPSA



DR. MAY BROWN



DR. EUGENE F. TRAUT



MR. WILLIAM E. CROSLEY
Manager



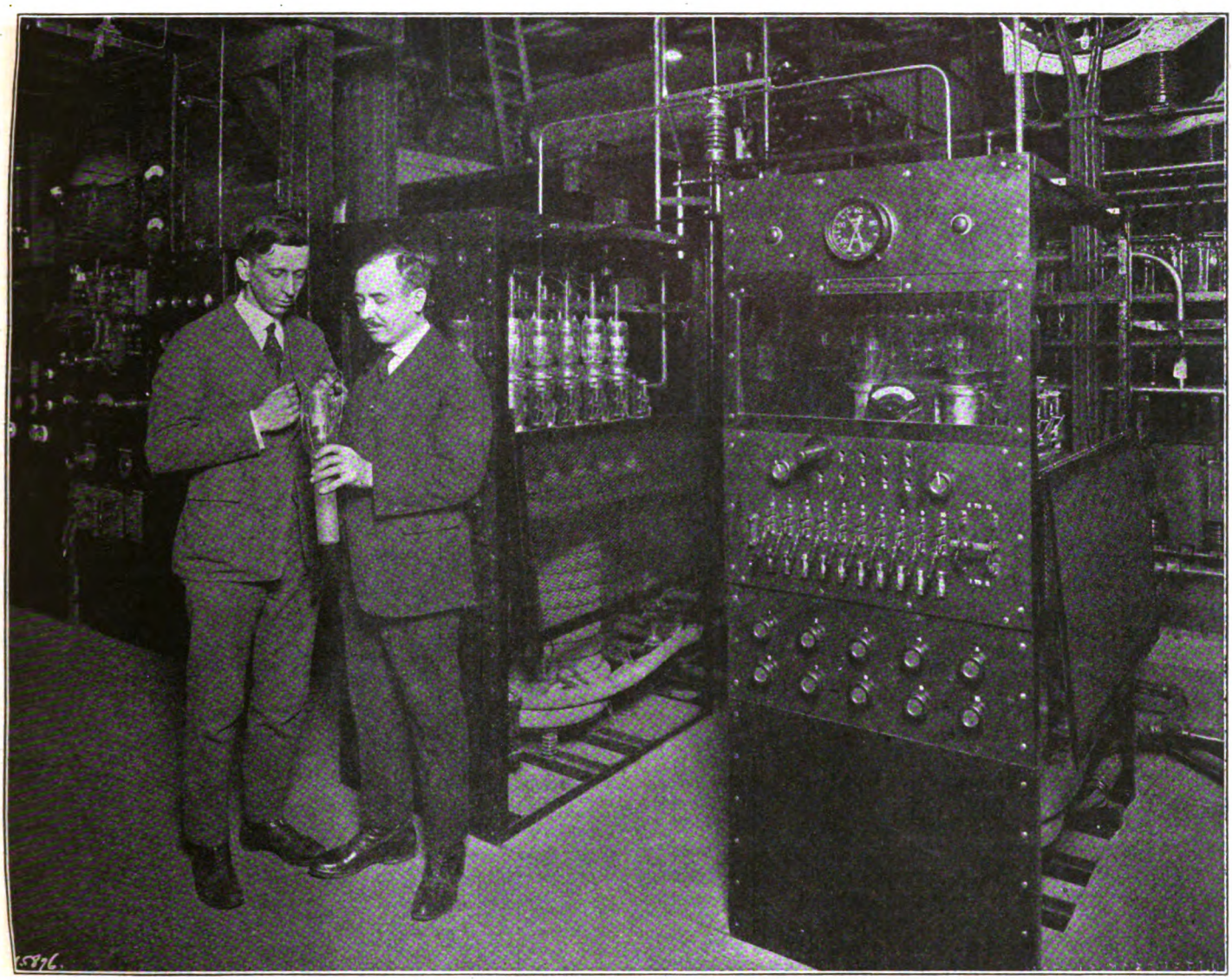
DR. JAMES F. COX

Digitized by Google

Digitized by Google

BELL·TELEPHONE·NEWS

Volume 12 CHICAGO, ILLINOIS, MARCH, 1923 Number 8



These two cabinets are the halves of the last stage of the radio frequency amplifier. Each half contains ten 10-K.W. tubes. The coil of rubber tubing in the bottom of one of the cabinets is the connection for bringing cooling water to the tubes. The dial instrument at the top of the right hand panel is a thermometer to indicate the temperature of the water. The power panel is shown to the left.

IMPORTANCE OF LONG RANGE RADIO TESTS

Description of Apparatus and Methods Used in Transoceanic Experiment of January 14

By R. T. Barrett

WE ARE planning to send to England engineer with radio receiving set associated with electrical measuring apparatus for determining field strength of received telephone currents transmitted from America.

These were the first words of a cablegram dispatched on December 1, 1922, by John J. Carty, vice president of the American Telephone and Telegraph Company, in charge of development and research, to Frank Gill, European chief engineer of the International Western Electric Company, in London.

Forty-five days later—at 11:45 p. m., January 14, 1923—Gen. Carty sent to Mr. Gill another cablegram which closed with these words:

*Nothing that we could say here could express our feelings of complete satisfaction at the results. * * * It does indeed mark*

Digitized by Google

an epoch in the history of the telephone and in the history of your country and mine. To-night for the first time they have been joined by the bonds of our common language. Good-night.

The event to which General Carty referred in his last cablegram was the first successful transmission of messages by radio telephone from the United States to England. Sitting at his desk on the twenty-sixth floor of the Telephone and Telegraph building, New York, President H. B. Thayer of the American Telephone and Telegraph Company spoke into a microphone transmitter a message which was carried by wire to the Rocky Point sending station of the Radio Corporation of America and there hurled forth into the ether by powerful apparatus specially designed for the purpose of the experiment.



H. B. Thayer, president of the American Telephone and Telegraph Company, talking from his office at 195 Broadway, New York, to England by radio telephone on the evening of Sunday, January 14.

At New Southgate, a suburb of London, Mr. Gill and a company of distinguished scientists and engineers and representatives of the press were gathered to observe the results of the test. A one-way transmission only was possible for this experiment and arrangements had been made for cable confirmation of the receipt of the radio telephone messages.

Success Confirmed by Cable

It was nine o'clock at night in New York—two o'clock in the morning for the group of listeners in England—when Mr. Thayer began speaking. At 9:11 there came ticking over the cable to New York a message from Mr. Gill which is destined to loom large in the history of communications: "Thayer got through to all."

The experiment continued for two hours, during which a veritable deluge of words was projected through the ether, over the dark and storm-tossed surface of the Atlantic. In addition to Mr. Thayer, Gen. Carty spoke, as did Walter S. Gifford, vice president of the American Telephone and Telegraph Company. Every few minutes new cablegrams arrived, each confirming in stronger terms the complete success of the experiment.

"I have listened with great interest and pleasure to the far-flung voices of Mr. Thayer and Mr. Carty," wired Major T. F. Purves, engineer-in-chief of the British Postal System. "Of Mr. Thayer's message I recognized every word. I missed a little of Mr. Carty's, but recognized absolutely his well-known intonations."

During the early part of the test the listeners in England wore head sets connected with the receiving apparatus. When the messages were repeated, however, a loud speaker apparatus was thrown into the circuit and the messages were projected to the audience as a group and formed a fitting climax to the demonstration, as shown in one of Mr. Gill's cablegrams: "Loud speaker now being used. Good results. Great enthusiasm."

After listening for an hour to the messages from America, the London newspapermen sent the following cablegram to Mr. Thayer: "Representatives of the British press congratulate A. T. & T. Co. and Radio Corporation on their epoch-making experiment, the success of which has exceeded their expectations, and in which they see the dawning of a new era in long distance speaking which will be of the greatest value to the press of the world."

This sentiment—this conviction that a new era in the history of the art of communications had been ushered in by the events of the night—was clearly reflected the next morning when the newspapers of two continents told the dramatic story of the experiment and dwelt upon its far-reaching results.

But spectacular as was the success of this test and entirely satisfying as were its results to Mr. Thayer, Gen. Carty and their associates, it was, from their point of view, chiefly important, not as an isolated achievement, but as a step in a long series of experiments by Bell System engineers, designed to solve the problem of ascertaining radio telephony's real place in the field of communications. It was, furthermore, of great importance as an illustration of the value of close coöperation between the great communication organizations which are chiefly interested in the solution of this problem.

Mr. Thayer's Message

Both of these aspects of the experiment Mr. Thayer had made clear in his original message. He had said:

"This is Mr. Thayer of the American Telephone and Telegraph Company speaking from 195 Broadway, New York City, through the Rocky Point station of the Radio Corporation of America.

"The radio apparatus and system used in this test is made possible by coöperation between the American Telephone and Telegraph Company and the Radio Corporation of America and is the result of research and experimental work in the laboratories of the American Telephone and Telegraph Company and in the laboratories of the Radio Corporation of America and its associated companies.

"In 1915 the American Telephone and Telegraph Company transmitted a message across the Atlantic by radio telephone from Arlington, Va., to the Eiffel Tower in Pais, where it was heard and understood by our own engineers and by others. During 1915 we also sent a telephone message from Arlington part way across the Pacific Ocean to the Hawaiian Islands where it was heard and understood by our own engineers and by officers of the United States Navy. Since then great improvements have been made in the art not only of radio but of telephony and radio telephony. In the experiments which we are now conducting we are making use of these improvements.

"Beyond a small group listening for this message in England, I do not know whose ears this message may reach. To all who hear it, I wish health and prosperity. Will you who are now hearing it inform me that you have heard it and tell me how clearly it comes to you?"

Success Through Teamplay

The experiment also admirably illustrated the value of

—L

Digitized by Google

coöperation between individual and individual. Rarely has there been provided a more concrete example of what might be called the triumph of teamplay. Despite the 3,400 miles of ocean which separated them, Gen. Carty in New York and Mr. Gill in London and every one of the scores of men and women upon whom their success depended, worked throughout the experiment, and the preliminary tests which led up to it, in perfect coördination.

It is important to remember that the seventy miles of wire and cable which connected Mr. Thayer's desk with the Rocky Point sending station was not a whit less important as a link in the communications chain across the Atlantic than the mass of complicated mechanism which sent these messages out into the ether, nor than the ether itself. Nor must it be forgotten that the men and women who stood guard over this line did so in precisely the same spirit with which hundreds of thousands of their fellow employees, at the same moment, were watching over other Bell System lines. They may not have known how important their job was on this particular night. For them it was enough to know that it was their job.

Technical Improvements

The apparatus used in the experiments was capable of delivering to the antenna an output of 100 kilowatts of modulated high frequency energy—something like two hundred times the energy employed in the average station used for popular broadcasting purposes. In developing this energy output, new high-power, water-cooled vacuum tubes, which have already been extensively described, play an important part. They are used as amplifiers to deliver the high fequency energy to the antenna and a group of two-electrode tubes, very similar in design to the amplifier tubes, was also used as rectifiers to produce the high voltage direct current required to operate the amplifiers, this power being at a pressure of between 6,000 and 10,000 volts.

The final step of amplification produced by the multi-stage amplifier is obtained from two identical panels, each containing ten three-electrode tubes of ten kilowatt capacity at 10,000 volts.

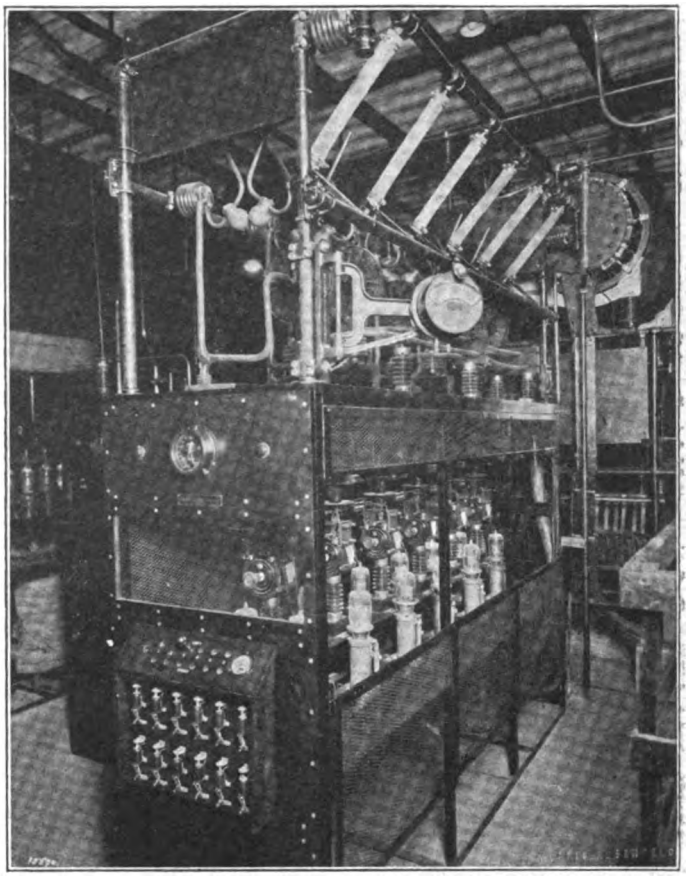
Threefold Efficiency

Due to the new system of radio transmission employed in these tests, the output to the antenna of 100 kilowatts is as efficient as 300 kilowatts would be under the systems commonly used for radio telephone purposes. One of the features of this system is the suppression of all waves except those actually employed in transmitting the message.

The result of modulating a high frequency electric wave with the low frequency waves of speech, which is an essential operation in all forms of radio telephony, is the original high frequency plus two new sets of high frequency waves. If, for example, the original high frequency wave is 50,000 cycles and speech is assumed to consist of a band of low frequencies ranging from 100 cycles up to 5,000 cycles, the resulting additional bands of waves will extend from 50,100 up to 55,000 and from 49,900 down to 45,000. These two bands are known as the "sidebands" and it is these alone which carry the telephone message. The original high frequency wave of 50,000 cycles is of no assistance whatever in carrying the message, provided that the receiving apparatus employed has associated with it an oscillator which can generate a very small current of a corresponding number of frequencies. Instead of an initial frequency of 50,000 cycles, the frequency actually used in the tests of January 14 was 55,500 cycles, corresponding to a wave length of 5,000 meters.

In the radio telephone transmitting systems now commonly in use, the high frequency power generated is assigned to the original high frequency wave and to the two side bands in the ratio of two-thirds to the former and one-sixth to each of the latter.

The system employed in the transoceanic experiment of January 14 differed from these systems in that the original high frequency wave and one of the side bands were suppressed. As a result, all of the energy was assigned to the remaining side band,



The vacuum tube rectifier which can deliver 10,000 volt direct current to the radio frequency amplifier. This rectifier contains ten two-electrode water-cooled tubes.

and this energy thus became three times as efficient as an equal amount of energy would be when employed in the usual systems of transmission.

Another advantage of this system lies in the fact that, only one side band being transmitted, approximately twice as many messages may be transmitted through the ether simultaneously as under the older systems. This feature is of particular value when applied to long wave lengths, where fewer messages can be carried simultaneously than at short wave lengths.

The suppression of the original frequency and one of the sidebands is accomplished by special apparatus, one of the essential features of which is the electric filter, a development of Bell System engineers extensively used in so-called carrier-current telephony.

Preliminary Tests

Let us return for a moment to the experiment itself and to the preliminary tests which preceded it. It will be remembered that in his first cablegram, quoted at the beginning of this article, Gen. Carty had advised Mr. Gill that with the receiving set to be installed in England there was to be associated "electrical measuring apparatus for determining field strength of received telephone currents transmitted from America."

This apparatus was set up at New Southgate on December 27 and the first test and measurements of field strength were made on December 31. In this and in succeeding preliminary experiments, isolated words were transmitted. Following each period of the tests, cables were dispatched to New York describing the results, with details not only as to the strength of the currents received but as to interference from radio telegraph sending stations, static, and other conditions.

In view of the striking and spectacular results to which they led, there are few more dramatic pictures in the history of communications than that of a group of Bell engineers who, working

Digitized by Google



The telephone booth in which the seventy mile telephone line from New York City terminates at the radio station. The operator can control the "Level" of the speech currents coming over the line thereby preventing the overloading of the radio frequency amplifier.

in relays at the Rocky Point station and later at 195 Broadway, spoke into the transmitter this seemingly endless succession of words, while other engineers in England painstakingly recorded these words as received.

The Temperamental Ether

"Petrograd, Manchester, Antwerp, Boston, Algebra, Geography, Arithmetic"—over and over again, hour after hour, these words and hundreds of others were spoken into the transmitter. Over and over again, hour after hour, they were recorded at New Southgate, tabulated, translated into terms of percentage of audibility and percentage of intelligibility and cabled back to New York.

Prosaic and monotonous though this preliminary work may appear, it was productive of results of far-reaching importance. Not only did it make possible the transmission of the first telephone message to England, but it has supplied a mass of data of immense scientific value. It has revealed new evidences of the whims and caprices of that most temperamental of creatures, the ether.

All of this information will greatly facilitate further research work along the lines of transoceanic radio telephony, and it is from this aspect that the experiments are chiefly important. For it must be remembered that they constitute, as has been said, merely a step in the long series of studies that are as wide in scope as the art of communications itself and therefore as wide as the world.

Woman Senator Has Message for Telephone Girls

"WHEN Mrs. Rebecca L. Felton, the sage of Cartersville, Ga., was sworn in as senator of the United States, to serve the unexpired term of the late Senator Watson, it marked an epoch in the progress of woman toward complete political equality," Edward R. Austin, editor of the *Southern Telephone News*, writes in the January number of that magazine. "What woman was there who did not feel a thrill of pride at this recognition of her sex?"

"Here is a little old lady, already distinguished and honored because of a life-time of progressive and constructive work in public affairs on behalf of people of her section, who has become a member of the most powerful deliberative body on earth. Surely, we thought, the people of our company—and more especially the women—would be glad to know something more about her, and so when Senator Felton passed through Atlanta on her return from Washington, I saw her at the train and obtained her gracious permission to come up to her home and get some photographs and a little talk for our magazine.



MRS. REBECCA L. FELTON
First woman to be a United States Senator.

"Let me say just a word to those girls of yours from an old lady of experience," Mrs. Felton is quoted. "I want them to remember that the best way to improve their condition is by education. We can all educate ourselves; school or college is just a little training. Education never stops through your whole life, if you wish to get it. I married at eighteen, had a college education and took first honor, but the little I knew then was only an opening wedge for what I could absorb afterwards. I was always wanting to build that education up to something else. I have always been an inveterate reader. The telephone girls in their rest hours and in their leisure hours at home can employ their time well by reading something of value and they will see the results as the years go by.

"I have tried to keep up with all the new developments as they came along and belong to all the various societies like the D. A. R., the Georgia Federation of Women's Clubs, the U. D. C., and a number of others. I do not know that I would want to advise the girls in your company to do just as I have done, as the circumstances, of course, are different, and their time is occupied in a different way, but I would like to emphasize again the value to them of education, and if anything I can say to them will induce them to study and improve their minds, they themselves will find out the benefit of it and they will thank me for what I said."

Sacrifice Sheep at Opening of New Exchange

A NEW telephone exchange was opened in Constantinople recently under circumstances that strikingly illustrate the difference between oriental and occidental customs. In conformity with the precepts of the Mohammedan faith, it was necessary to solemnize the occasion by appropriate rites; and accordingly, by government decree, the representatives of the American firm engaged in the enterprise were required to purchase two sheep and offer them as a sacrifice.

Follow the river and you will get to the sea.—*Gaelic Proverb.*

Digitized by Google

BENEFIT TO THE COMPANY FROM THE EMPLOYEES ASSOCIATION

Paper Read by W. M. Larkin Before the Central Mutual Relations Committee, Maintenance Department

ONE of your committee members has asked the management representatives of this Mutual Relations committee to tell what benefit, if any, the employees' association is to the company, and to me has been granted the privilege of answering this question, I hope, to your satisfaction.

You ask what benefit the employees' association is to the company. I would like to ask you a question right at this time—

"Who is the company?"

As I do not hear any answer, I will attempt to answer this question as it appears to me.

I believe there are three sides to this question, namely, the subscriber, the employee and the stockholder. This can be reduced to two sides, the subscriber on one side, the employee and stockholder on the other. If this is true, and I believe it is, then you, I and the stockholders form the company.



W. M. LARKIN

We know that the subscriber is our real boss and the one that we must serve to his satisfaction if we expect to hold his good will and patronage in the manner which you and I would like to hold his trade if we were in business for ourselves; and we are in business for ourselves in two ways, first because every member here is a stockholder, and second we are and must be interested in working for a prosperous company, because if it is not successful we could not afford to stay connected with it for the following reasons:

Our money, our labor and our interests would not pay us dividends, and most of all our pride would be hurt, because we would not be with a winner, and we all like to be with a winning team. Every team must have a manager, and in our company or team, owing to its size and scope, the manager must have several assistants, and they are employees just as you and I are, but if you want me to express an opinion of what benefit the association is to the management, I will attempt to do so.

I will start by outlining the duties of the management. As I see them they are three-fold:

1. They have a direct duty to see that the capital already invested shall be given a fair return. Surely that duty is owed to us and all the others who have entrusted their money in our company's care. Further, if a fair return is not paid, new capital for improvements, extensions and betterments cannot be obtained.
2. The management also has a duty to the public. If the company is granted reasonable and fair rates, the public in return is entitled to efficient and satisfactory service.
3. It is the duty of the management to the employees, or the players on their teams, to see that reasonable wages are paid, good working conditions prevail, and that discipline is fairly and impartially administered.

I cite the above duties of the management to show you what advantage it is to them that all employees are given an opportunity through the association to have a voice in the management in all matters affecting their welfare, working conditions, and in other matters of mutual concern affecting the welfare of the company and the public which the company serves.

Direct, frank, and friendly relations can be had with the management through this association and the point of contact be so close that each of the 22,000 employees or partners, as they really are, of the Illinois Bell Telephone Company, and scattered over the state as they are, can be of great assistance to the management and the company in helping them sell and maintain their service; and because the employees have no other interests except those of the company they serve, you can readily see how efficiently the service can be sold and maintained, and also what an assistance these partners can be to the management in helping to establish and hold the proper friendly and business relations with the public which our company serves.

The association affords a way whereby the stockholders, the management and we can talk over with our customers such matters as rates for service and our methods of doing business. In this manner we will be able to counteract any efforts on the part of unfriendly persons or organizations who, in order to satisfy their position or selfish interests, may elect themselves to misrepresent us or our product to our customers.

I can state concrete instances where our association has been a benefit to the management and to us, namely, the granting of concession telephones to employees, the stock purchase plan, the selling of lunches in exchanges and the establishing of the cafeteria in the Franklin building. There are other instances, but these will serve to illustrate the point I want to make and that is that the benefits are mutual. We cannot help ourselves without helping the company, because by securing the above privileges we helped ourselves by saving money and by receiving better satisfaction and value for the money we invested. We helped the company by establishing a better satisfied group of partners in the field to promote the welfare and the success of the company we represent.

To show further that our interests are mutual, I wish to state an obligation rests upon the management, upon each organization of employees and upon each employee to render honest, efficient and economical service to the branch which he or they serve and which, in turn, serves the public.

The spirit of coöperation between management and employees being essential to efficient operation, both parties must be closely associated to obtain these results. Labor and management must join in understanding that the public which pays is the public to be served.

If I have made clear to all of you just one point, or to any one of you two or three points, then I have accomplished that which I tried to accomplish.

Operator's Resourcefulness Saves Brother's Life

A YOUNG woodman's head was struck by a pole in a logging camp on Beaver Island in Lake Michigan northwest of Charlevoix. Telephone facilities and the resourcefulness of a Chicago telephone operator then came into play with the result that Illinois and Michigan newspaper readers were given a first page thriller for several days.

The telephone was important in that Beaver Island has no physician, but has a line to the mainland over which one was called. However, the ice floes in the lake make it impossible to reach the island. But the news of the accident was sent on to the injured man's sister, who is Mrs. Caroline Fick, night operator in Main office, Chicago.

Mrs. Fick appealed to the U. S. Air service at Washington. Orders were wired to the aviation field near Mount Clemens, Mich. One plane started but was driven down by a snow storm. Another started and reached Charlevoix where a physician was taken aboard. The plane then flew to Beaver Island. The doctor alighted and operated in time to save the young man's life.

Digitized by Google

CHICAGO DIVISION AND DISTRICT COMMERCIAL OFFICIALS IN NEW UNIT ORGANIZATION



M. P. FLYNN
District Commercial Manager.



W. L. HUDSON
District Commercial Manager



M. G. DRISCOLL
District Commercial Manager.



W. G. LUSCOMBE
Division Commercial Superintendent.



A. L. SIMPSON
District Commercial Manager.



A. G. FRANCIS
Special Agent Railroads and Transportation.



W. G. E. PEIRCE
Commercial Service Bureau Supervisor.



V. R. LANESTREM
District Commercial Manager.



J. V. DUNNE
Supervisor of Coin Box Collectors.



EDWARD M. FITZGERALD
Chief Clerk.



J. W. RAUCH
Office Manager.



E. P. VETTE
Cashier and Paymaster.



P. L. SAINSBURY
Division Commercial Supervisor.



PERCY W. HART
Special Agent.

Digitized by Google

UNIT ORGANIZATION NOW IN FULL OPERATION

Chicago Commercial Division Adopts New Plan for Better Service to Public

By P. L. Sainsbury, Chicago Division Commercial Supervisor

IN the last ten years the Chicago commercial division has made many changes in its style of organization the better to care for its relations with an increasing number of subscribers. In January of this year the original pattern was entirely discarded for the plan known as the "Unit Organization."

Under the unit organization the city is divided into five districts, which are made up of twenty-one units. There are five district commercial managers and each unit has a commercial manager. New applications for service, requests for changes, criticism, collections and all other phases of commercial work are now handled by the unit in which the subscribers' premises are located, much the same as they are in smaller cities and towns.

Thirty years ago contract relations with Chicago subscribers, then about 12,000 in number, were handled by the contract department consisting of a contract agent and one clerk occupying space in the office of the secretary and treasurer. As the number of stations increased it was necessary for the contract department to move to various locations in the building at 230 West Washington street to accommodate its increased force.

Upon completion of the Bell Telephone building in the fall of 1912, the Chicago commercial division was organized. It then consisted of the contract, cashiers, credit, commercial agents and collection sections and moved into the first floor of the new building. At that time it seemed doubtful whether it would ever be necessary to use the entire first floor for the handling of commercial transactions with the public.

In the early part of 1913 a twenty-position order table known as Official 100 was installed for the exclusive handling of all calls from the public relating to orders or other contract business. This order table was the most improved type of equipment, and although it is now a matter of history it was the means of efficiently handling several million incoming telephone calls. A similar table of twelve positions was installed shortly after this date to handle incoming collection calls, and the results were equally gratifying.

Under this form of organization, commercial employees were highly trained in their particular duties, but had only a limited knowledge of the activities in other sections of their department. After a patron disposed of one transaction he frequently found it necessary to go to one or more sections before all the matters he wanted to take up could be handled. Collections were handled by one section, changes in service by another, and so on for the subscribers' various transactions.

In spite of the use of the best available equipment of which the above mentioned order tables are but an example, and even with the constant improvement of practices and routines, it became apparent that a means should be provided whereby more intimate and closer contact between individual commercial employees and subscribers should be brought about. This need was emphasized by the fact that the Chicago commercial division handles approximately 450,000 subscribers' accounts. The carefully planned unit organization now in operation is the result.

Under this plan the five district commercial managers report to the division commercial superintendent. Commercial managers of the units report to their respective district managers. Each of the twenty-one commercial managers have the following organization, the titles being indicative of the nature of the work handled by each clerk:

Supervising Clerk—Assumes commercial manager's responsibilities during manager's absence, or at such times when manager is present but otherwise engaged.

Telephone Contract Clerk—Handles all contract matters originating by telephone including new contracts, moves, additions, changes, etc.

Completion Clerk—Handles reports of completed orders from the plant department and transcribes completion data on service application cards, or other commercial division records.

Correction Clerk—Receives and transmits by telephone to the plant department, requests to change, correct or cancel pending orders.

Telephone Correction Clerk—Answers telephone inquiries and complaints pertaining to accounts involving service, toll and telegram charges.

Collection Clerk—Responsible for collection work and denial of service for non-payments, etc.

Application File Clerk—Custodian of rotary file.

Counterman—Handles contract, adjusting, credit or collection matters at the counter.

Commercial Agent—Handles all cases with subscribers where personal interview is necessary, and keeps in touch with subscribers requiring private branch exchange and other special types of service to see that such subscribers have adequate facilities to meet their requirements.

The managers and their territories are:

District Commercial Manager.	*Commercial Manager.*	*Area.*
M. P. Flynn	G. F. Koebelin	Monroe-West - Haymarket-Seeley
	O. G. Haller	Kedzie - Nevada - Van Buren
	A. W. Anderson	Belmont-Albany-Spaulding
	J. J. Long	Austin-Columbus - Mansfield
	J. A. Runtz	Humboldt-Armitage-Brunswick
M. G. Driscoll	O. P. Behnke	Wabash-Harrison
	A. J. Christiansen	Main - Franklin - State - Dearborn
	C. E. Sutton	Central-Randolph
A. L. Simpson	G. E. Savage	Canal - Lawndale - Roosevelt - Rockwell - Crawford
	O. E. Hendee	Oakland - Drexel - Kenwood-Atlantic
	G. L. Davis	Yards-Lafayette - Boulevard
	M. Rees	Calumet-Douglas-Victory
V. R. Lanestrem	A. J. Aerts	Hyde Park - Dorchester - Fairfax-Midway
	R. H. Bartholomee	Wentworth - Englewood - Normal
	R. R. Hillard	Stewart-Prospect-Republic-Vincennes
	H. R. Howard	South Chicago-Pullman-Riverdale - Hegeswich-South Shore-Beverly-Chesterfield-Saginaw
W. L. Hudson	E. E. Bent	Edgewater-Ravenswood-Sunnyside
	E. A. Stallwood	Lake View-Buckingham-Graceland-Wellington
	C. W. Freudenberg	Lincoln-Superior - Diversey

Digitized by Google

N. S. Sayre.....Rogers Park - Kildare - Palisade - Newcastle - Sheldrake

H. E. Baker.....Irving-Juniper-Keystone

The units thus handle all phases of commercial work previously handled by the separate sections, such as applications for new service, changes in existing service, delay in installation, inquiries, complaints, criticism of service, adjustments, collections, etc.

To facilitate the transaction of business by telephone, a twelve position switchboard has been installed for the handling of Chicago commercial division traffic exclusively. This board is known as OFF icial 9100. All telephones in the Chicago commercial division are connected to the new board, so that employees in other departments having terminals from the OFF icial 9300 board ask for OFF icial 9100 when they desire to reach the Chicago commercial division. All commercial division telephones are numbered above 2000 to avoid confusion with terminals of the 9300 board.

Representatives of other departments who have occasion to communicate with the Chicago commercial office can facilitate the transacting of such business by placing their calls for OFF icial 9100 and then asking for any desired individual by name or title, such as commercial manager of Monroe office, Monroe contract clerk, Monroe collection clerk, etc.

Persons in other departments who are interested in obtaining further information about the new commercial organization or who wish to get acquainted by means of a visit to the office, are invited to communicate with any one of the commercial managers, who will be pleased to furnish whatever information is desired.

Dinner Given for Western Electric Man

AN important change in organization has been announced by the Western Electric Company. George B. Cullinan, central district manager of that concern and known to many of Chicagoans through his business and civic activities, has just been appointed general sales manager of the Western Electric supply department at New York, N. Y. The promotion comes as a well merited change to Mr. Cullinan and follows closely upon his election to the board of directors of the Chicago Association of Commerce. In his new capacity in New York Mr. Cullinan will direct the sales activities of all the forty-eight Western Electric supply distributing organizations in the United States and will head a working force of about 6,000 persons.

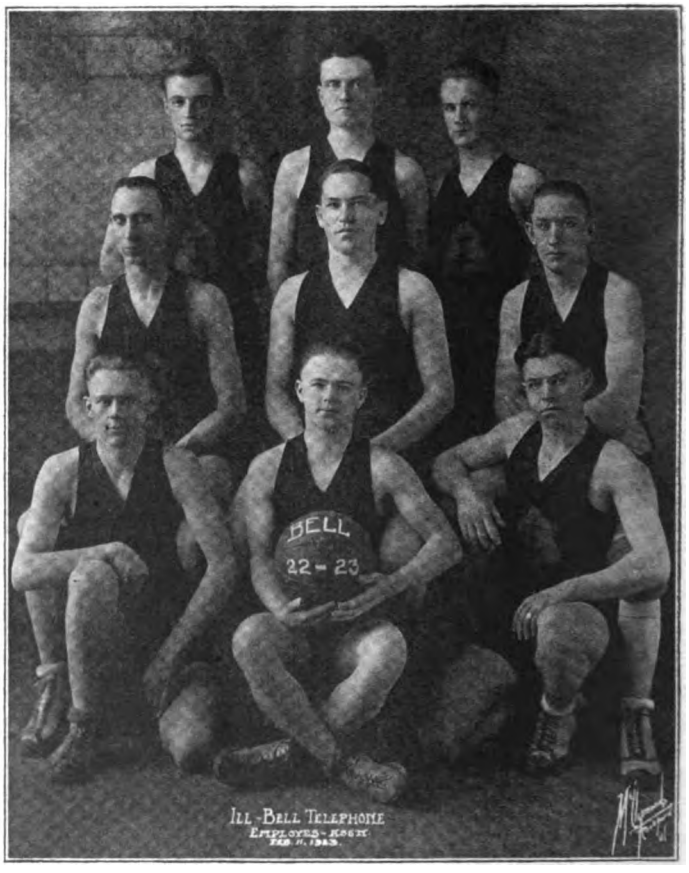
Mr. Cullinan's selection for a higher executive position with his company is the culmination of twenty-two years of service with the Western Electric Company and the direct result of the record he has made since assuming the management of the Chicago sales organization and its many mid-western branches five years ago. It is only another step in the upward climb that has carried him from the modest clerical position he held after joining the company fresh from Williams College in 1901, where he had won fame as one of the best collegiate athletes in the east, to the management of the Western Electric's St. Louis branch in 1909, and eventually in Chicago in 1918.

On January 24 a dinner was given for Mr. Cullinan by some of his friends and associates in Chicago and New York at the Chicago Athletic Association, Chicago. Those present at the dinner included W. R. Abbott, president, Illinois Bell Telephone Company; H. F. Albright, vice-president, Western Electric Company; J. W. Bancker, assistant general superintendent, Western Electric Company, Chicago; E. S. Bloom, vice-president, American Telephone & Telegraph Company, New York; Charles Brown, vice-president, Central Electric Company, Chicago; Walter Conlon, president, Conlon Electric Washer Company, Cicero, Ill.; Fletcher Durbin, president, Sefton Manufacturing Company; B. S. Garvey, vice-president, Illinois Bell Telephone Company; H. N. Grut, president, Mercantile Trust and Savings Bank; F. O. Hale, vice-president and general manager, Illinois Bell Telephone Company; N. G. Harvey, vice-president, Illinois Electric Company; R. O. Lord, vice-president, Harris Trust and Savings Bank; W. W. Low, president, Electric Appliance Company; Clark Methot, sales manager, Manhattan Electrical Supply Company; H. L. Monroe, district manager, General Electric Company; G. H. Porter, general manager railroad department, Western Electric Company; F. H. Rawson, president, Union Trust Company; Geo. Richards, president, George Richards and Company; W. P. Sidley, vice-president, Western Electric Company; Wm. Stacey, sales manager, Bryan Electric Company; C. G. Stoll, assistant general superintendent, Western Electric Company; Lloyd Taylor, president, Taylor Trunk Works; J. P. Wilson, Jr., Wilson, McIlvaine, Hale and Templeton, Chicago.



GEORGE E. CULLINAN

Walter P. Hoagland, sales manager of the local Western Electric house, has been named to succeed Mr. Cullinan as the company's central district manager. He, in turn, has been succeeded in the sales management by J. H. Gleason.



BASKET-BALL TEAM OF ROCKFORD TELEPHONE MEN

This newly organized team backed by Rockford employees has been in some hair-raising performances. The men are, left to right: Upper—L. Noe, L. D. Shierk, manager, and Francis Higgins; middle—R. Durand, E. Kelly, captain, and E. Thorne; below—F. Krusemier, V. Carlson and A. Beaner.

Digitized by Google

THE BUDGET PLAN OF THE BELL SYSTEM

By C. A. Heiss, Comptroller, American Telephone and Telegraph Company

Reprinted from *Bell Telephone Quarterly*

THE pages of history tell us of many ways by which mankind has sought to foresee and appraise the future. Soothsayers and astrologers, sibyls and oracles, all were held in high esteem in the life of their times. The bases for prophesies were many and varied; the position of the stars, the bones of lambs, nature's marking on stones, and many other things quite as irrelevant were all used. Great significance was attached to the interpretation of dreams, and we have a familiar example in the story of Joseph, who, from Pharaoh's dream of seven lean kine devouring seven fat kine, was able to anticipate the seven years of famine and, from the abundance of seven fat years, laid by stores for the lean years which followed.

With the advance of knowledge and lessons from experience, men have discarded these methods of appraising the future. They have learned that guesses, auguries, or "hunches" are unreliable guides and that the best assurance toward a prosperous future lies in careful planning for it—by studying what has happened in the past and, in the light of experience, surveying the problems and possibilities of the future so far as they may reasonably be foreseen. The wisdom of this course is universally recognized; by following it governments hope to realize a partial solution of their present-day fiscal problems; modern business enterprises find in it a more scientific and safe way of directing their affairs, and even the twentieth century housewife finds it an excellent way to insure an abundance of "pin money" and to promote domestic happiness. Manifestly, other things being equal, the greater success and satisfaction will be realized by those who intelligently follow this program of planning carefully their future course.

Modern business in particular, when conducted on a large scale, has, by experience, come to realize the value of recording, classifying and analyzing its problems, performance and potentialities in order to learn, if possible, what it may expect for the years which are to come. To this end carefully adapted methods of accounting and statistics have been developed to record the past and point to the future. By analysis of these the executive finds an indispensable aid in forming his judgments and directing intelligently his undertakings.

The Bell System with its immense problem—continually increasing in complexity—of performing a national telephone service for more than one hundred and ten million people, has not failed to appreciate the importance of utilizing this valuable and logical aid in conducting its affairs. For many years it has prepared a "Budget Plan" or what is more familiarly known as the "Provisional Estimate." From simple beginnings, this budget plan has been developed along with the growth of the business, until it has become one of the indispensable adjuncts to successful administration and operation of the national system. In fact, without it, the administration of an organization so large and complex as the Bell System would be exceedingly difficult if not impossible.

The Need for a Budget Plan

The budget plan or "provisional estimate" in the Bell System is a complete statistical summary of construction, operating and financial facts, both as they are presented by a pertinent period of past performance and as they may be forecast for a reasonable future period. It begins with an analysis of past experience and, in the light of that, searches the future and makes orderly preparation to move upon it. Those who administer the business have available a comprehensive picture of the growing and changing character of the business for the purpose of reaching well balanced judgments as to the lines of development necessary to meet the public needs and as to the best administrative policies and practices to be followed.

In the past, this budget has been confined principally to a survey of the situation for one year in advance, set up in comparison with the realized performance of the present and past. However, the continually increasing demand for telephone service; the greater dependence upon the telephone as a means of simplifying and expediting the conduct of business and social life; the more highly technical character of the facilities required; and the increasing complexity of the entire undertaking, all require from those who furnish this service an ever increasing foresight. The most careful planning for future years is now essential. It demands, moreover (to meet successfully this evolution in business and social life), the wise provision of great quantities of additional and improved facilities, many of which require several years for engineering, manufacture and installation; the preparation of the most economical programs for obtaining and expending the large amounts of money required; and the solution of numerous and complex construction, operating and management problems.

A few facts may be cited to illustrate this expansion in the Bell Telephone System and the size of its problem. At the end of 1900, there were 37,000 employees, 800,000 company owned stations, a plant investment of $180,000,000, and net plant additions for that year of $35,000,000. At the close of 1921, there were 224,000 employees, nearly 9,000,000 company owned stations, a plant investment of $1,550,000,000 and net plant additions for the year of $180,000,000. (It is interesting to note that the net additions to plant in the Bell System for 1921 alone were as large as the entire telephone plant investment in 1900, accumulated during the twenty-five years after the telephone was invented.

The future does not promise any slackening in the demand for additional service. New facilities must be added, equipment must be replaced; in brief the telephone structure must keep pace with our national development. Obviously, the many complicated problems presented by this widespread telephone structure, with its rapid growth, require most careful study of what has happened and most comprehensive analysis of the needs and possibilities of the future. To meet this situation, and to obtain a better appreciation of the effects of general industrial and economic conditions upon the demand for telephone service and the requirements involved in these demands, it is necessary to look further into the future than we have in the past so that the task of rendering telephone service may be better visualized, and its problems anticipated and provided for intelligently in advance. To this end, the Bell System, during the past year, has substituted for its one-year plan a five-year budget, by means of which it aims to obtain as comprehensive a picture as possible of the task ahead of it for at least that period. This five-year program, stepped up annually by adding one year and by correcting for previously unforeseen situations, provides a continuous and dynamic forecast of the problem before the Bell System.

The Character of the Budget Plan

This fundamental and continuous five-year budget plan aims to provide data which is truly comprehensive and well balanced from all points of view. The facts brought together are intended to show why and how certain things should be done, and what may be expected, particularly in development, capital costs, revenues, expenses and net return, as the result of the action proposed. Accordingly, past performance is tabulated and the

Digitized by Google

reasonable assumptions for the future are set up in comparison. In the preparation of this picture, practically every department of the company is in some way or another concerned.

As a preliminary step the executives must make available a tentative program of general policies in respect of the business and its future development, so that the several departments may have a basis upon which to proceed in bringing together the material for that part of the picture for which they are immediately responsible.

The statistician must give his picture of economic and financial conditions, as these may be anticipated, with their probable effect on development; he must analyze business and labor conditions and the probable trend of interest rates and the money market. The telephone business, it is true, continues to increase with remarkable evenness year by year, in spite of wars, business depressions, and other disturbing factors and, in general, is by no means as much affected by external influences as manufacturing, mercantile, and other business; nevertheless, economic influences cannot be disregarded and no estimate of the future of the telephone problem will be fully significant which does not incorporate the result of careful study of economic factors such as the increase in national wealth, the tides of immigration, the increase or decrease in population, distribution of income, and housing conditions.

The commercial forces must estimate as carefully as possible the increase in population in the territory to be served, the growth of cities and other communities, the extent to which these changes will influence the increase in stations, and the prospective use of telephone facilities by patrons. Possible new forms of service must be studied and their effect on the business ascertained; estimates must be made of the probable revenues which may be expected from each class of service which is or may be offered.

The traffic forces must survey the requirements for handling the service demanded, in the way of both equipment and personnel. Related labor supply and costs must be studied. Various methods of handling traffic must be considered to find the most efficient and economical practices and types of equipment. All of these must be resolved into expected capital expenditures and operating costs for the period.

The engineering and plant forces must consider the traffic and service requirements as forecast for the future, and determine the amount of additional facilities required, the types of plant best adapted to meet efficiently and economically the demands for service as they are foreseen. They must also give consideration to spare facilities, and their fundamental plans must be such as to lay the foundation for meeting still greater service demands in the future in an orderly step by step progression along sound and carefully worked out economic lines. Replacement and rebuilding of plant and equipment must be considered and proper provision made for the maintenance of the property. All of these and many other factors must be resolved into plant, labor and material requirements, capital expenditures and operating expenses.

The accounting forces must provide from their records data as to past performance of every phase of the business. They must also estimate and summarize future requirements as to taxes, fixed charges, dividends, and general and miscellaneous expenditures. Items of revenue must be estimated and tabulated.

In fact, every function of the business must outline its program of activities for the period, justify their value to the business and appraise the cost and results thereof, and all of these judgments and estimates brought together, co-ordinated and summarized, comprise, for the executives, a provisional estimate of the task and its probable results immediately ahead of the Bell Telephone System. The picture is by no means complete, for many unforeseen situations and contingencies will arise to modify the work as planned and the results expected. Estimates also are sometimes influenced by hope of accomplishment rather than by an analysis of the cold facts, but nevertheless a valuable fund of data has been made available.

The Use Made of the Budget Plan

This fund of information regarding the future of the business enables the administrative and executive officials to consider the soundness and wisdom of their policies and programs for the future. They must review the possibilities in respect of general business conditions, price changes, labor conditions and wages, the demands for service, the requirements for plant additions, improvements and replacements, the requirements for maintenance, operating and general expenses, depreciation, and taxes. They must give due consideration to unforeseen contingencies and make due allowance for estimates of the future based on scanty data. They must eliminate the non-essential in the plans as proposed. The adequacy of the present rate structures must be studied, the revenues expected from new developments must be carefully scrutinized, and a conservative appraisal made of the possibilities of increased revenues. The prospects of obtaining the new capital required must be considered and the probable cost thereof ascertained.

In brief, those who administer the business must obtain a full knowledge of what is involved in their responsibility for furnishnig adequate and efficient telephone service for the future, whether their policies and the programs as proposed by the several functions can be executed, or whether they should be revised, modified or discarded. However, beyond this they must satisfy themselves that the program which is finally adopted will yield a proper and reasonable amount of net earnings on the investment required, otherwise that program, no matter how splendidly planned, must fail, for investors will not long supply the additional capital required unless they are assured of the protection of their investment and an adequate return thereon.

In meeting these two major responsibilities, namely, adequate and efficient telephone service to the public and an adequate return to those who invest their labor and money in the business, the data provided by the budget plan furnishes the executives with a continuing basis for action. With its aid they can lay plans for the future and arrange for the conduct of operations in an orderly and economical manner from every viewpoint. A few of the advantages made possible may be mentioned.

From the viewpoint of future material requirements, when one stops to consider that the purchases of equipment and construction and other materials required by the Bell System now exceed $150,000,000 annually and that these for the most part are highly fabricated and specially manufactured for its purposes, it becomes evident that construction and service programs must be anticipated and requirements furnished to the suppliers at least several years in advance, in order that equipment and supplies may be manufactured and delivered under normal schedules. Time should also be available for reasonable foresight as to price changes, to enable a more liberal purchasing of materials during periods when prices are at relatively favorable levels. The supply of raw materials now used may become limited and it may be necessary to find new sources or substitutes if delay and inconvenience are to be avoided. Deliveries of material can be scheduled and made available by the supplier in an orderly manner so that no delay will result when work on a project is started. At the same time, the manufacture and delivery of equipment can proceed in such a way as to limit to the minimum the preliminary non-earning period of capital tied up therein.

From the viewpoint of construction and maintenance work for the future, large and important developments and projects can be studied and possible alternative plans considered to find the best and most economical way to meet the desired result. Switchboards and installations must be engineered, and construction activities coördinated. Replacement and maintenance pro-

Digitized by Google

grams may be prepared. The necessary workmen can be trained in advance so as to be skilled and experienced in their work. The general demand for and supply of available labor can be analyzed and a continuous program of work arranged so that skilled labor may be continually employed. In brief, plans may be made to conduct the necessary operations year after year on an even keel without undesirable changes in working forces and labor turnover.

From the viewpoint of operation, there is afforded an opportunity to study increased service demands, and if these require that methods of handling traffic be revised, or that new and better facilities be provided or new methods designed to meet the requirements, this can be done. The necessary operators may be trained and the source of supply analyzed to ascertain whether the needs of the system can be met or whether other methods of handling the traffic must be employed. Anticipated operating expenses of every type may be scrutinized and plans laid to insure the latest and most economical methods.

From the viewpoint of revenues which are required to make possible the success of any program adopted, the budget plan provides an opportunity to plan carefully in advance for rate schedules which will be adequate and consistent with the quality of service rendered, yet reasonable in cost and adapted to develop traffic. New sources of revenue may be arranged by more effective and intensive uses of the service. Rate situations may be systematically studied and equitably adjusted so that expensive rate litigation may become necessary only as a last resort.

From the viewpoint of supervision, the data so made available affords an excellent means of checking actual performance. If the estimates take full account of all of the conditions under which the proposed work must be done, and if actual performance presents higher costs or other unfavorable conditions, an opportunity is afforded to check whether the work was done efficiently and economically, or whether it is properly organized and supervised; in brief, whether the desired result is being obtained at the lowest possible cost.

Finally, one of the major functions performed by the budget plan is to lay a sound foundation for financing. After the entire program for the immediate future has been summarized, checked and revised to a sound basis, consistent with the expected demands for service and conservative as to cost, the problem presented is that of financing the undertaking. All proposed activities must be resolved finally to capital costs and net earnings. If net earnings are not adequate to yield a proper return, one of two courses of action must obviously be taken—either more revenues must be made available or the program must be modified. The large army of investors in Bell System stocks and bonds—numbering upwards of a half million—must realize as much on their funds in this business as from other forms of investment, otherwise their funds will be withheld. The budget makes it possible to so plan the future of the business as to retain these investors and to interest others, while rendering service at a reasonable price.

The capital cost of any program approved must be obtained by new investments from those who are already investors and by developing new sources of capital, and to this end, the budget permits a continuous forward-looking financial program in respect of the large amounts of new capital required. During the past few years, these capital requirements have averaged upwards of $100,000,000 annually. To make available at the minimum cost to the Bell System, these immense amounts of new capital and to have funds on hand as needed is indeed a task of no small proportions. Consideration must be given to the best form of security to be issued—whether stocks, bonds or notes—and the most favorable time for issuing these must be determined. The conditions of the investment money market and the trend of and possible changes in interest rates must be critically considered. New sources of capital must be tapped and confidence must be established and maintained in the securities issued. The foundation must also be laid for future issues, since the business is a continuing one and the demand for telephone service shows no signs of slackening. But the task of financing can be carried to successful completion only if net earnings are and continue to be such as attract and hold capital in the business, and in this connection, the budget plan appraises anticipated earnings and gives a basis for making every possible effort by sound planning and economies to make them adequate now and for the future.

The American Telephone and Telegraph Company and its Associated Companies comprising the Bell System have as their responsibility to society the task of furnishing a national telephone service. In performing this task the development of a well organized and intelligent force of men and women has been necessary and an investment aggregating over two billion dollars is now involved. The size of this undertaking has not come about by the personal desire of any one individual or group of individuals in the Bell System that the organization and structure which provides this essential service should be the largest of its kind, or that an enormous volume of service should be rendered as a business venture; rather, this structure has been made necessary by and created out of the demands of society that it be supplied with this indispensable instrument in the conduct of its business and social life. For the same reason, the business will assume even greater proportions, more complex service and operating problems will be encountered and much additional capital must be obtained.

This responsibility for the future can and will be met, but to that end a careful study of past performance is required, and careful and logical planning for the future must be in evidence, to assure that development and growth will proceed in an orderly, economical and stable manner. On this account, a continuous scientific budget plan, which lives and grows with the business and is always adapted to the needs of the time is indispensable.

Telephone Habit Growing Rapidly in Constantinople

TELEPHONE service in Constantinople is operated by a British private company. The service is good and, although the number of telephones is now only about 8,000, the people of Constantinople are reported to be acquiring the telephone habit and the business of the company is expected to increase materially. It is necessary that all operators speak both Turkish and French, and many of them speak as many as seven or eight languages.

Telephones in Washington

THE city of Washington recently passed the 100,000 mark in number of telephones in service. The Chesapeake and Potomac Telephone Company estimates that 200,000 will be in service in 1943.

More than $15,000,000 worth of telephone property is now in use in the national capital and the company plans to spend $1,000,000 yearly in addition.

Spoon Flivver Anthology

Here lie the remains
Of Chester Sapp;
He drove his car
With a girl on his lap.
—Washington Observer.

Poor Chester might still
Have been alive
Had he only taught
The girl to drive.
—LaMonte Record.

The moral learned
From this sad loss
Is—Drive a buggy
And a gentle hoss.
—Power Farming Bureau.

Digitized by Google

IMPORTANT ADVANCE IN DEVELOPMENT OF PUBLIC ADDRESS SYSTEM

"Two-Way" Demonstration with Loud Speakers in Which New York and Chicago Audiences Are Combined into One and Full Proceedings Heard in Both Cities

AN important step in advance in the development of the "Public Address System" otherwise known as the Bell Loud Speaker was demonstrated on the night of February 14 when, for the first time, speakers in widely separated cities joined in a single meeting, and the proceedings were heard by the entire audience in each city.

The demonstration was on the occasion of the eleventh mid-winter convention of the American Institute of Electrical Engineers. The proceedings were held simultaneously in the Engineers' building on Thirty-ninth street, New York, and Kimball Hall, corner Jackson boulevard and Wabash avenue, Chicago. The two meeting places were joined by a single Bell long distance circuit, to each end of which was attached loud-speaking apparatus.

The test was a complete success, opening up unlimited possibilities of holding public gatherings in two or more cities with the full proceedings audible in all places which are equipped with loud speakers.

The demonstration here described differed from all previous loud speaker demonstrations in one important feature. On the occasion of the inauguration in Washington, for instance, the words of President Harding were heard in several cities, but there was no arrangement made for a reply. In the recent meeting, the circuit was in operation exactly as if a regular telephone conversation were being carried on with the reply received in both cities and each end of the line both speaking and hearing.

An audience of about 300, including members of the institute and guests, as well as a number of officials of the Illinois Bell Telephone Company, American Telephone and Telegraph Company and the Western Electric Company, was seated in Kimball Hall when at 7:30 a voice was heard from the horns of the loud speaker apparatus hung above the arch on the stage. It was Dr. Frank B. Jewett in New York, calling the meeting to order. In Chicago S. A. Rhodes, of the engineering department of the Illinois Bell Telephone Company, answered the chairman stating that the Chicago audience was ready to proceed. In opening the meeting, Dr. Jewett said:

Dr. Jewett Speaks

"I wish in opening this first evening meeting of our mid-winter convention to call your attention to the unique significance of the occasion which brings us together and of the epoch in engineering history which it marks, not only in electrical development but in the conduct of human affairs as well.

"For the first time in history groups of men and women, separated by hundreds of miles, are gathered together in a common meeting under a single presiding officer to listen to papers with an ease characteristic of discussion in small and intimate gathering. At the same time, unnumbered thousands in their homes are auditors of our deliberations." (The proceedings were being broadcasted from the American Telephone and Telegraph Company's station in New York.)

At the conclusion of President Jewett's introductory remarks, he introduced R. F. Schuchardt of the engineering department of the Commonwealth Edison Company of Chicago. Mr. Schuchardt is vice-president of the American Institute of Electrical Engineers. He spoke in Chicago, responding briefly to the chairman's address and expressing the pleasure of the Chicago branch on being included in the epoch-making demonstration.

Then followed a paper on "Public Address Systems" by I. W. Green of the department of development and research of the American Telephone and Telegraph Company, and J. P. Maxfield of the engineering department of the Western Electric Company, Inc. The paper was read in New York by Mr. Green and was illustrated by stereopticon views shown simultaneously in New York and Chicago. Mr. Green's address went into the technical features of the apparatus.

A paper on the "Use of Public Address System with Telephone Lines" by W. H. Martin and A. B. Clark, both of the department of development and research of the American Telephone and Telegraph Company, was read in Chicago by Mr Martin.

Then came a short talk by General John J. Carty, vice-president of the American Telephone and Telegraph Company, and a past president of the American Institute of Electrical Engineers. General Carty spoke in New York, dwelling on the limitless possibilities of the new system both in ordinary affairs and in bringing the world closer together politically and fraternally.

Mr. Sunny's Congratulations

The next speaker was B. E. Sunny, chairman of the board of the Illinois Bell Telephone Company and the Wisconsin Telephone Company, who delivered a brief talk in Chicago. Mr. Sunny's remarks were as follows:

"The American Institute of Electrical Engineers is tonight collecting an extra dividend on its investment, *in time and effort*, in helping for so many years in the development of the electrical industry.

"It is holding a joint meeting in New York and Chicago by means of the long distance telephone and the loud speaker. The occasion is a scientific triumph, in the achievement of which the institute will cheerfully be given a generous share.

"For forty years it has been the international agency for assembling and coördinating the human elements required by a new industry of unlimited significance in its possibilities for public service.

"It has been the common gathering place—the home, in fact, of the fraternity, where theories and problems have been fully and frankly discussed. It has been the clearing house for electrical ideas, plans and methods. In its meetings the rivalries growing out of keen and continuous competition have been forgotten, and a spirit of unity has always prevailed.

"The success in the various branches—electric lighting, transportation, telephone, etc., has necessarily come by slow degrees, but at a very much earlier date than could have been the case were it not for the opportunities and assistance given by the institute.

"The awarding of the Edison Medal is one of the inspiring and stimulating processes of the institute, by which 14,000 or more men are held together, in an earnest and enthusiastic campaign for the advancement of the profession.

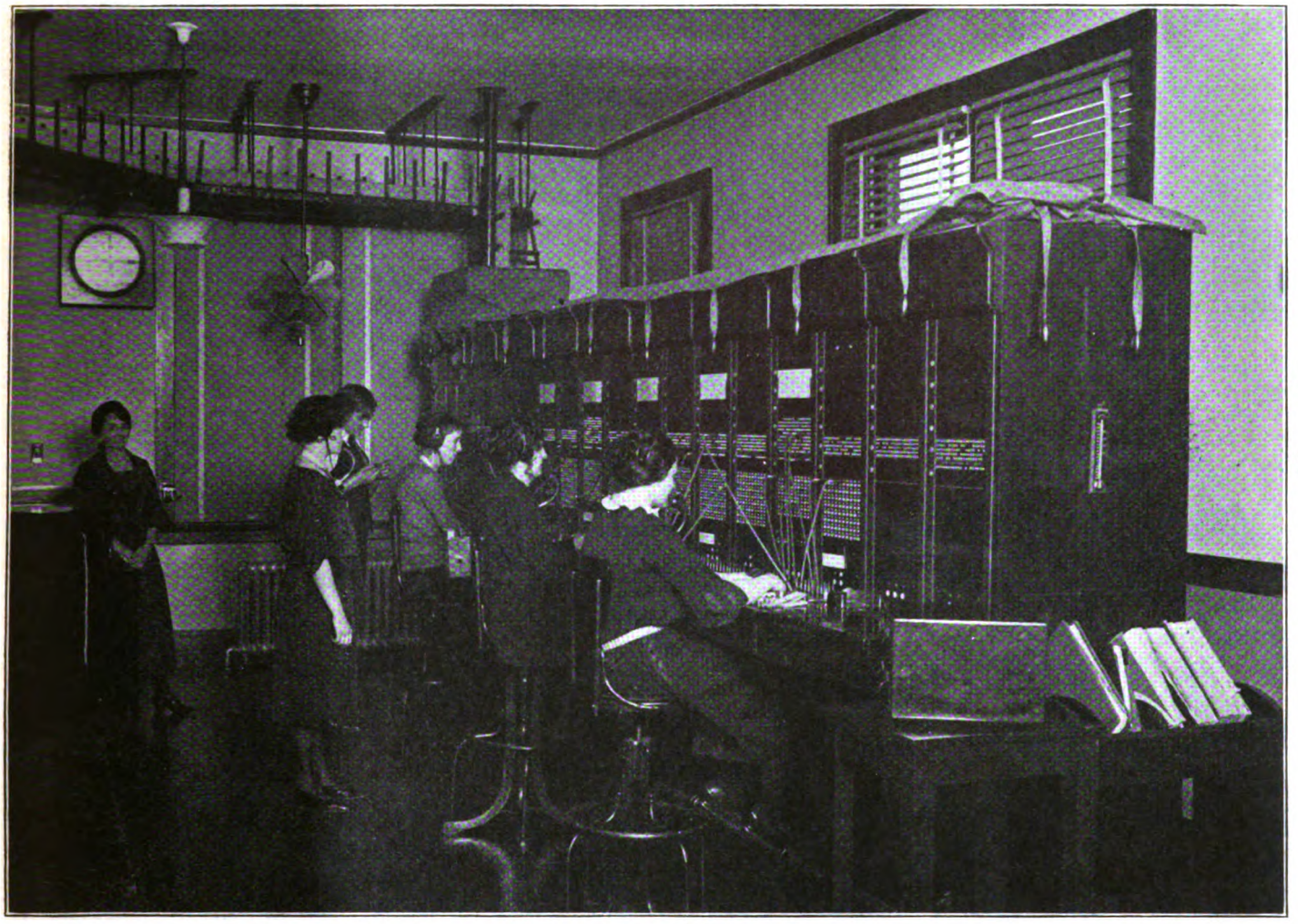
"The Edison Medal is an impressive tribute to the men who, in a large degree, represent the remarkable strides that have been made in modern electrical application.

"In the list are men who differed in their theories and practices with respect to manufacture and operation, but these differences have long since been disposed of by the law of the survival of the fittest, which seems to have unusual applicability to electrical ideas.

"The public service is no respecter of persons and, as the final judge, accepts or rejects our efforts, without emotion.

"The contributions to the art by each of these men have been tremendously important and valuable, and they are highly deserving of the distinguished recognition they have received. In their

Digitized by Google



NEW SWITCHBOARD RECENTLY "CUT-OVER" AT WHITING, IND.

genius, industry, integrity, leadership and achievements, they are our glory, and we are indebted to the institute for having placed them in our Hall of Fame.

"We members of the institute who have felt that the many important discoveries and inventions in electricity should give us permanently a place in the center of the stage, in the strong light of public approval, are gratified at the announcement by our brothers in the medical profession that they have found the cause of influenza, and discovered a remedy for diabetes. We extend to them our hearty congratulations, and if they will forego dislodging us entirely and be satisfied with a division of the spotlight, we shall be glad to welcome and share with them.

"The marvelous thing about the history of science and medicine is that so comparatively little was accomplished up to fifty years ago and so much has been accomplished since then. If we today lifted out of the office, shop, home and from the streets, the electrical devices that have been put into them in recent years, what a demoralization would result!

"In the practice of medicine and surgery, where the same type of patient, determined and skillful men have been diligently laboring, the average length of life has been increased some twenty-five per cent in fifty years.

The electric lamp, X-ray and other electric appliances have greatly helped to this result. In other lines gratifying progress has been made.

"Unlike our frequent experiences in civil and governmental matters, in science we hold onto our advances and continually go forward. There is never danger that we will give up electric light and go back to the candle, or give up the trolley and return to the horse car. We hold fast to the serums as they come along, for prevention and cure. But in our ordinary affairs and governmental matters, we ofttimes go forward and slip back, the succeeding generations repeating the old mistakes. Most of the things that are wrong in the economic situation in the nation duplicate the experiences immediately after the civil war, while the situation with respect to the merchant marine is substantially identical to that which existed 142 years ago.

"Our hope must be that as the years go on, one after another of these problems can be worked out on a *scientific* basis, where the gain can be held, and we will not slip back and have to begin all over again.

"We can therefore congratulate ourselves that in the scientific advances that we are making we are securing permanent values, well worth all of the expenditures that may be made in their seeking."

The last speaker on the program was William B. Potter, chief engineer, railway and traction department, General Electric Company, Schenectady, New York, who spoke on "Observations on Electric Railway Practice." Mr. Potter's address was illustrated by stereopticon slides and was of great interest to the joint audience.

There was no interruption whatever during the demonstration and every syllable was heard perfectly in both halls. The sound of applause was carried distinctly and was simultaneous in both branches of the meeting. To quote one of the audience at the Chicago end, "It had a spiritualistic seance skinned a mile," particularly during the time when the room was dark except for the magic lantern views. The voice was heard coming clearly, apparently from nowhere.

Digitized by Google

ILLINOIS DIVISION

CONSTRUCTION FOREMEN AND SUPERVISORS WITH EXCELLENT SAFETY RECORDS



C. C. LEACH
Underground Conduit Foreman.



J. M. SNODGRASS
Line Foreman.



J. F. MORAN
District Splicing Supervisor.



S. M. OSENTON
Line Foreman.



W. S. McCRACKEN
Line Foreman.



G. E. GUSTAFSON
Line Foreman.



LEROY DOUGLAS
Line Foreman.



I. PATTERSON
Line Foreman.



GEORGE MAYOR
Line Foreman.



JAS. W. RAFFERTY
Line Foreman



A. H. MARTIN
Line Foreman.



H. E. THURMAN
Line Foreman.

At left:
C. L. MASON
Line Foreman.

At Right:
C. R. LOYAL
Line Foreman.





Digitized by Google

ILLINOIS CONSTRUCTION DEPARTMENT SETS FAST PACE IN ACCIDENT PREVENTION

By H. E. Mashburn

ACCIDENTS and sickness due to carelessness and ignorance, exist everywhere and lack of knowledge is as much a menace to our health and happiness as are the most deadly diseases. The foregoing statement is easily proven by the fact that only a few years ago, when all classes of work were done in the most reckless and careless manner, and there was very little knowledge of accident prevention and safety work, we had 100 per cent more accidents and sickness than we have today. Now our knowledge of this class of work is growing broader and broader, and we are teaching the man of the careless type that he is only a hindrance to mankind, health and happiness.



M. L .LONG



WALTER LENTZ

During the year 1922 the construction department of the Illinois division waged a vigorous battle against accidents and at the close of the year the truth was brought home to all; the skeptic and old fogies who always put up a howl about "too much accident dope" had to admit that our efforts were not in vain and that we were paid twofold in health, wealth and happiness for all we put into the campaign.

When you stop to consider that this department had a monthly average of about 700 or a total of 2,250 employees for the year, of whom about fifty per cent were temporary employees, remaining on the pay roll only a few weeks, and in some cases only a few days—men who were not schooled in any way in accident prevention work, it was a remarkable fact to have one district splicing supervisor's complete gang, one underground construction foreman's complete gang and twelve line gangs pass through the entire year without a single accident of any kind—regardless of how minor the case.

It is with pride and pleasure we publish the accompanying pictures of the men in direct charge of these crews and deeply feel that they should be highly honored by all concerned. I am sure their efforts are duly appreciated by their supervisors, as well as by the officials of the company. Here's three cheers for you, boys, and may you continue this record for 1923, and may your efforts be the cause of others putting more force in their accident prevention work for the coming year!

In addition to the above mentioned fourteen crews, the following men in charge of gangs passed through the year without a lost time accident and only one minor accident for the entire year:

G. G. Callicotte	F. E. Travers	F. A. Pemberton
A. R. Moss	A. A. Webber	W. J. Stewart
R. L. Watson	Gaylord Mercer	A. Parkinson
C. C. Hohlmer	W. U. Mitchell	W. E. Matney
F. L. Elhoffer	W. L. Gurney	R. A. Ballard
H. Reining	P. H. Nevins	

L. O. Wright (six months as line foreman).
George P. Schaffer (three months as line foreman).
R. E. Travers (three months as line foreman).

The following men in charge of gangs went through with no lost time and only two minor accidents:

A. M. Thornton	W. F. Krems	P. L. Leach
J. J. Sammon	George Scott	A. J. Dittman

Now! have you noticed the two distinguished looking gentlemen at the top this page and wondered what heroic deeds they had done? Listen while I proudly explain.

They are M. L. Long and Walter Lentz, both supervising foremen. Mr. Long has under his supervision during the year nearly 300 different men on unlocated work, and passed through the entire year without a lost-time accident and with only one minor accident.

Mr. Lentz had under his supervision during the year about. 350 men and went ten months and twenty days without a single accident of any kind.

Now, folks, I ask you, isn't that a record for any department to be justly proud of, and isn't this sufficient proof that *A LITTLE ACCIDENT PREVENTION WORK NOW AND THEN WILL KNOCK OLD KID GLOOM FOR A GOAL?*

Motion Picture Machine Pleases Speedway Patients

MANY employees will recall the devastated France benefit vaudeville show staged at the Imperial theater, Chicago, last year by the Bell Telephone Plant Employees' Association. A portion of the proceeds of that show was turned into the welfare fund of Bell Post No. 242, American Legion.

A motion picture projecting machine was purchased with the money in the post's fund, and on January 8, 1923, representatives of the plant employees' association and members of Bell Post went to Speedway hospital in Maywood to present the machine to the hospital.

Following is a letter written January 24 to Paul Kenny, commander of Bell Post, by Mabel A. Gillain, Red Cross worker at the hospital:

"The moving picture machine which the Bell Telephone Post coöperating with the Bell Telephone Plant Employees' Association gave to the Speedway Hospital has already proven itself a great success. Motion pictures have always been a popular form of entertainment here and the added attraction of clean-cut pictures makes our movies a great joy to the 1,000 patients who enjoy them weekly. Dr. Francis, our commanding officer, adequately expressed everyone's viewpoint when he stated that he was glad your Post and the Bell Telephone organization had given something of permanent value to the hospital and something which could be enjoyed for a long time, not only by the patients at present, but by many others who will come to this hospital. It must be gratifying to you and your organization, also the employees' association, to know that they are responsible for a contribution of permanent value to the men at Speedway.

"Before closing this letter of appreciation for the new machine, we want to add just one word about your entertainment and all entertainments for which you have ever been responsible. It is just as one patient expressed it, 'whenever we see Bell Telephone Post on the bulletin board, we don't stop to read further, we just come.' So you see your name has become a popular drawing card at this hospital.

"Please accept the sincere appreciation and hearty thanks of the patients as well as that of the Red Cross for your interest in the happiness of the men here."

Digitized by Google



PARENT TEACHERS' ASSOCIATION VISITS STEWART OFFICE, CHICAGO
At the upper left is Miss Mary Reiss, Prospect chief operator. At the right is Miss Mary O'Brien, Stewart chief operator. Below is E. W. Stubbs, district traffic manager.

Getting Acquainted

By A. V. Farr.

ONE of our most valuable assets is getting acquainted with the public whom we serve. While each and every one of us is doing his or her utmost to render satisfactory service, our task is considerably simplified if we can acquaint our public with the organization and the tremendous amount of intricate machinery involved in handling a telephone call and the maintenance of plant necessary to keep the subscriber's equipment in first class working condition.

It is unquestionably true that many criticisms which we receive would never be voiced if our subscribers had a better understanding of our business and the manner in which it is conducted.

One of the best ways to accomplish this is to have as many visitors as possible to our central offices which provides an opportunity for us to get acquainted and to give them a complete picture of what transpires "behind the scenes."

E. W. Stubbs, district traffic manager, has taken advantage of this and with the able assistance of Miss Mary O'Brien, chief operator at Stewart office, Miss Mary Reiss, chief operator at Prospect office, and the plant forces of these offices, has made a very fine showing in entertaining various clubs and organizations in the last year.

These organizations are representative of the business, civic and social life of the communities served by Stewart and Prospect offices.

On the evening of February 21, 1922, forty-five members of the Women's Neighborhood Club of West Englewood, which is a civic organization, visited Prospect office. After an inspection of the operating and terminal rooms, they took a very enthusiastic vote of thanks for the explanations given them by the traffic and plant forces.

The Marlawn Club, of which Mr. Stubbs was president, held its regular business meeting at Prospect office on March 1, 1922. After the meeting, the forty-seven members present were escorted through the office. They were interested and well pleased with the visit.

On March 15, forty-five members of the Auburn Park Business Men's Association held their regular meeting at Stewart office, after which they visited the traffic and plant departments. This association represents the business firms in the vicinity of Seventy-ninth and Halsted streets. The president, Mr. Schubert, expressed the thanks of the association for the courteous treatment accorded by the traffic and plant department representatives.

The West Englewood Business Men's Club, which is composed of business men in the vicinity of Sixty-third street and Ashland avenue, visited Prospect June 28. These men were accompanied by their wives, making a total of 100 visitors in the party.

The South-West District association held its regular business meeting at Prospect office October 14—afterwards visiting the terminal and operating rooms and the operators' rest and lunch rooms. The members were well pleased with the opportunity to learn more about the telephone business.

Prospect office again entertained visitors on the evening of November 14. This time it was thirty-five members of the Chicago Lawn Woman's Club. Mrs. W. E. Petyt expressed thanks on behalf of the club for the pleasant reception which they enjoyed.

On January 25 of this year forty-six members of the Social Club of Clara Rebekah Lodge visited Stewart office. A few days later Manager Stubbs received the following letter:

"The members and friends of the Social Club of Clara Rebekah Lodge thank you and the other officers of Stewart office for the very pleasant evening they had last Thursday and assure you the Bell Telephone Company has made forty-six staunch friends. Sincerely,

(Signed) MRS. BLANCHE E. MUSSER,
Secretary."

The Parent-Teachers Association in the Stewart area decided

Digitized by Google

that an interesting evening could be spent at that office. Accordingly arrangements were made to receive them on the evening of February 15. In spite of the extremely cold weather which we experienced on that date, there were seventy-five persons present.

After a short talk by Mr. Stubbs, which included the introduction of R. R. Hillard, recently appointed commercial manager of that unit, the visitors were given a thorough explanation of plant features by A. F. Smith, station maintenance foreman, and R. B. Lee, central office supervising foreman. They were then conducted through the operating rooms by an efficient group of traffic employees.

All present were greatly interested and spent an enjoyable evening as evidenced by many calls received the following morning from members who expressed their appreciation to Mr. Stubbs.

The numerous favorable comments received from members of the above mentioned organization indicate how thoroughly the plant and traffic people explained the installation and maintenance of our equipment and the systematic method employed in handling calls.

All this represents an important part of our business well cared for and it has undoubtedly been largely instrumental in developing and maintaining the standard of good public relations which exist at present in the areas served by Stewart and Prospect offices.

H. B. Lewis Tells About the Optimist Club

OPTIMISM is a word without a synonym. An optimist is an optimist, and an Optimist Club is an Optimist Club. But upon learning that Harry B. Lewis of the general plant superintendent's office, Chicago, is secretary and treasurer of the International Optimist Club, it was decided to get a more definite idea of that organization.



HARRY B. LEWIS
International Secretary-Treasurer of the Optimists' Club.

First it was found that S. P. Langhoff of the Peoria commercial office is a member of the Optimist Club in that city. S. J. Ewald of the Long Lines is a member in Indianapolis. J. E. Moorhead of the Mountain States Telephone and Telegraph Company is active in the Optimist Club of Denver.

As to the beginning of the Optimist Club, Mr. Lewis said: "It rained in Indianapolis on April 15, 1916. Several business men stood gazing out of a window into the dripping, sloppy, murky street. One of those present exclaimed, 'There is just one more organization needed for business men, and that is an Optimist Club.' The others agreed and the idea at once became a reality."

Business men in other cities caught the spirit. Today there are scores of Optimist Clubs from the Atlantic to the Pacific. Annual conventions have been held each year since 1919. At St. Louis in 1920 Mr. Lewis was chosen treasurer and has held the office since that time. He was then a member of the Springfield Optimist Club, being connected with the Central Union Telephone Company. When he came to Chicago he joined the Chicago Optimist Club, and is now treasurer of that organization.

As to the purpose of the club, Mr. Lewis refers to the statement of Harry G. Hill of Indianapolis, who said:

"Just grasp if you can the bigness of the word optimism which grows while you look at it, and expands as you think about it, then apply this to business and patriotism, civic pride and enterprise, personal viewpoint and character, associate all this with groups of men all thoroughly inoculated with the germ of optimism, join them in an organization that holds the letter and spirit of optimism constantly before it in all its deliberations and you have an Optimist Club. Big idea, isn't it?

"Being without adequate definition, optimism is likewise unlimited in its possibilities and its applications. There is something organic in the word and in the organized movement which cannot stand still but just must grow, expand, increase and multiply.

"Most Optimist Clubs meet once each week for luncheon. At these meetings business is transacted, enterprises of local, civic or general welfare are considered, programs full of fun, entertainment or sober discussion are in order, and a feeling of fine fellowship and mutual respect is generated."

The Proper Employee Spirit

IN HIS annual report for 1922, President W. R. Abbott of the Illinois Bell Telephone Company, stated that during 1922 the Employees Association "suggested a routine whereby every employee in any department becomes a representative of the company with the public. Employees carry with them a small printed blank, pink in color. When an employee in conversation with a telephone user learns of any criticism or failure of the service, he reports it upon this blank, which goes immediately to the proper department and steps are taken at once to remedy the matter."

In short, the employees of that company appreciate the fact that they are a vital part of the company; that they can prosper only as the company prospers; that their interests and welfare are mutual. They realize that they are more than mere wage-drawers. It is, of course, the only view for employees to take. The pity is that it is not the view all employees take.

If this is a good thing for the telephone company, why not for every other public utility company? It is in vogue with some others. It is in vogue more with public utilities, we think, than with almost any other class of industry. Of course, it should be. No other industry quite so much as the public utility calls for this close, coöperative, public relations spirit on the part of its employees. It is a fine thing for the public that the utility gets it. It represents a high type of public service, because there is that sense of responsibility for excellent public service on the part of those employed to render it.

Industry is safe, the community is secure, when such relationships exist between employer and employee.—*Public Service Magazine.*

Fun at a Chinese Funeral Anniversary

A RECENT letter from Benjamin S. Garvey, Jr., a former Chicago telephone man now instructing at the University of Wuchang, China, sent to his father, who is vice president of the Illinois Bell Telephone Company, reads as follows:

"The other night as Bickford and I were coming home we heard big doings, which turned out to be the anniversary of a funeral, at which the ritual is gone through again. We were looking in the front door when a kid told us we might go in, so we did. Inside we tried to look solemn, as the occasion seemed to demand, but when they all laughed at us we also had to laugh. One acolyte was kowtowing to the dead man's tablet, with his head turned in our direction and a broad grin on his face. All the 'mourners' laughed at us (it was about 11 p. m.). Then they gave us tea and let us beat on all of their cymbals, drums, etc., while they chanted. It amused them immensely, and we enjoyed it, too. It was interesting, though my conscience did prick me for furnishing a side-show at a funeral."

Digitized by Google

PIONEERS SPEND JOLLY EVENING

Members and Friends of Theodore N. Vail Chapter No. 1 Hear Talks by Officials, Sing Songs of Past Decades and Dance Old Time Dances

SHORT addresses by members and officers, the singing of old time songs and an old time dance were seen and heard when members of Theodore N. Vail Chapter, No. 1, Telephone Pioneers of America, and their families and friends made merry in the Bell Forum, Chicago, on the evening of January 23. A. R. Bone, chairman of the entertainment committee, presided at the meeting and his contagious enthusiasm was reflected by the audience who sang, listened and danced with all the vigor of the youngest "Sheik" or "Sheba" in the telephone family.

A ten minute talk followed by a ten minute "songfest," led by W. G. E. Peirce, was the rule of the evening until all the speakers who included W. R. Abbott, president of the chapter; J. L. Bancker, the assistant general superintendent of the Western Electric Company and vice president of the chapter; C. W. Bergquist of the Western Electric Company and E. H. Bangs of the Illinois Bell, had finished.

Words of the songs which were sung in groups of ten were flashed on the screen and while all of these were familiar to such "patriarchs" as Tom Freeman, Charlie Kenroth, Andy McGee, Bob Cline, and Johnnie Hansen, some were new to many of the "youngsters" who had just become eligible for membership. With the aid of Prof. Moebius, who says he had his troubles in getting the music for all of the "way back when songs," the singing went over with a bang. "The Spanish Cavalier," "Sweet Rosie 'Grady," "I Don't Want to Play in Your Yard," "Sailing," "Comrades," "Little Brown Jug," "Go Tell Aunt Rodie," "Soldier's Farewell," "On the Bowery," "Sidewalks of New York" and "Ruben, Ruben" were a few of the old timers which were dug up and dusted off for the occasion.

Mr. Abbott's Talk

Mr. Abbott in his talk said:

"When we speak of the telephone pioneers of the past, our minds naturally revert to that most stalwart figure in all telephone history, Theodore N. Vail. This chapter is honored in bearing that name. Going back to the beginning of the telephone we find five outstanding characters. These men might be termed the pioneers of the primitive period.

"First comes Alexander Graham Bell, the inventor, whose story is too well known to be retold tonight. Second of the five is Thomas A. Watson, the young mechanic in Williams' Boston shop, who built the first telephones. Many of the Illinois pioneers have had the privilege of hearing Mr. Watson tell the story of the first weak sounds heard over the telephone. His was the first ear to hear the sound of speech transmitted by wire, and the memorable first sentence was 'Mr. Watson, please come here, I want you,' spoken by Bell in a room in the same building.

"Third in this quintet of pioneers was Gardiner G. Hubbard, of Boston, a lawyer and member of Congress. His daughter, Mabel Hubbard, became the wife of the inventor of the telephone and has recently followed him to the grave. Her father was Bell's earliest backer. As a member of the board of Centennial commissioners, he urged the inventor to exhibit his telephone at the Philadelphia exposition and obtained a place for it. He was the president of the first corporation organized to develop the telephone and he had great confidence in the future of Bell's invention.

"The fourth pioneer was Thomas Sanders. It was an attempt to find a means to aid little Georgie Sanders, son of Thomas Sanders, and later Mabel Hubbard; both deaf children, which started Bell on his memorable experiments. Sanders, who was a leather dealer, became treasurer of the first telephone corporation. The treasury consisted of what the treasurer put into it. It was Sanders who paid the bills for manufacturing the first 800 telephones which had been put into use by the end of the year 1877. Sanders was a practical man and Hubbard was an enthusiast. The dreamer was able to induce the practical man to uphold the struggling company, and without either of them it is doubtful if the telephone as invented by Bell would have been put into general use for many years to come.

"The last of these primitive pioneers was Theodore N. Vail. After achieving a great success in developing the railway mail service he was invited by the struggling Bell corporation to become its first general manager. He accepted, and from the year 1878 until 1887, the history of the telephone and the life of Theodore N. Vail were one and the same story. The genius of Vail overcame obstacle after obstacle, and when his pioneering days were over he could look upon the Bell telephone system as a thoroughly organized and successful enterprise. Later in his life he returned to the telephone organization and accomplished many wonderful things. The telephone system had enjoyed a steady growth during the years of his absence, but from the day on which he resumed direction of affairs, the business felt renewed life.

"Other men have contributed greatly to the telephone, but these five will always be remembered as the giants of the early days."

Pioneers of the Future

In his speech Mr. Bancker, who spoke of future pioneering, said:

"It may seem paradoxical to talk of the pioneers of the future because pioneering is usually associated in our minds with the early development of a project and not with the development necessary to carry it on after it has become established; but with the increasing complexities that will result from the prospective telephone growth there will be need of a continuation of the pioneer work that has resulted in the remarkable telephone development of today.

"Less than fifty years ago there were but two telephones in existence; today as a result of the broad vision and the pioneer work that has been directed to the problem, the number of telephones has grown to more than 13,000,000, or one to every eight of our population. Even with the broad vision of the early pioneers, Bell and Vail, I doubt if they pictured such a growth in the first fifty years and, with our broader realization of the possibilities of growth, I wonder if we can visualize the growth of the next fifty years.

"Some of you have heard of the Bell System five-year program, and more of you will hear about it as it becomes more firmly established. This is a plan of the estimated growth for five years in advance, the plan being revised each year in view of current developments so that we will always have a five-year forward view and can make the necessary arrangements for providing plant and developing organization in advance, rather than accomplishing these results by emergency methods at the time the growth develops.

"Consider the problems that will be involved in a growth to from 20,000,000 to 25,000,000 subscribers which may come within the next ten years; problems of engineering, plant, traffic and manufacturing. Real pioneering will have to be done if such a vast system is to give the kind of service that will be required at a proper cost to the public; but the full result cannot be obtained even if all of these activities are developed to the limit unless there exists in all of us the proper Bell spirit, a loyal, enthusiastic spirit, proud of the accomplishments of the system, and this is where all of us can do real pioneering work in the development of such a spirit in the younger members of the organization. Think of the potential benefits to the System if the thou-

Digitized by Google

sands of present-day pioneers will inculcate in the minds of the pioneers of the future this idea of loyalty, enthusiasm, and pride in this great system."

Pioneers Not "Highbrows"

Mr. Bergquist's remarks were:

"Webster defines a pioneer as one who goes before, preparing the way for others, one of the soldiers, especially of an engineer corps. From this definition and from what Mr. Abbott, himself a real pioneer, has told us in a most interesting way, we may ask ourselves how we, of a younger generation of telephone men and women, can claim the distinguished title of 'pioneers.'

"It is true that long before some of us had a part in this wonderful accomplishment of supplying the world with telephones, the way had been prepared, but it was only a rough trail which needed broadening and developing before it could carry the tremendous traffic diverted to it by the increasing demand for efficient, rapid and continuous means of oral communication.

"No sooner was that, which seemed to be the full, and, perhaps for some time, the final requirement for telephone service, completed, then changing conditions in the commercial and private lives of people everywhere brought still further demands upon us. Other arteries of traffic had to be laid out and developed and so pioneering continued with the same determination and energy as in the earlier days.

"To meet these ever-increasing demands requires constant investigation, the development of sources of supply, the testing of new apparatus and new methods, the manufacture and installation of finished equipment, the recruiting and training of help, and then, finally, the maintenance of service in the face of the many difficulties, with which you operating people are only too familiar.

"In this great task we all have an important part. While our duties and responsibilities may differ, we are all working toward the same end—that of making our business, the Bell System, stand out as an example of the best there is in industry and public service.

"A few years ago I heard in a casual way that there was an organization called the Telephone Pioneers of America, but I did not know what it was all about. A friend of mine attended some of the annual conventions and had his picture taken with other members on one occasion when they visited Hawthorne. He told me of the fine time he had and of meeting the presidents and vice-presidents of various operating companies and of the Western Electric Company. So I said to myself: 'This must be a very exclusive outfit and no place for me.' Somebody finally started in to prove to me and to others, who doubtless shared my opinion of its exclusiveness, that the Telephone Pioneers of America did welcome the men and women on the firing line, and that there are no highbrows in the organization even though presidents and vice-presidents are members.

"We are just men and women who have played and are playing our part in the big game, earnestly and loyally, and it is the most natural thing in the world that we should want to get together to give expression to that feeling of pride and satisfaction which comes to those who are accomplishing a worthy purpose.

"As you know, anyone who has had twenty-one years of cumulative service in the telephone business is eligible to membership. I do not know how many men and women there are in the Bell System who are eligible, but certainly there are a great many who would join us if they could feel the pride of membership as we feel it. Theodore N. Vail Chapter No. 1 exceeds, I believe, any of the other chapters in membership. If we wish to retain our place we must obtain new members, because other chapters covet our preferred position and will work hard to take it from us. Our membership to date is 450, and it should not be a difficult matter to make it a thousand, if we all do our bit.

"If the pleasure it gives me to be here and to meet you could be anticipated by those who are not yet members, I am sure that Mr. Maiden, our secretary, would be overwhelmed with applications tomorrow."

Cleveland and Back with E. H. Bangs

Mr. Bangs in his inimitable way told of the trip to Cleveland for the annual convention, and when asked what he had said, smiled his characteristic smile and pointing to a pile of magazines replied, "The BELL NEWS wants to know what I had to say? Why, you fellows told me. I had a copy of the magazine in my pocket while I was talking."

Following the speeches and singing W. J. Maiden announced that some real old fashioned dancing would be indulged in. Virginia reels, a Dan Tucker and quadrilles were played by the orchestra, but the pioneers soon showed that while they are pioneers they have kept abreast of things modern, for soon Prof. Moebius was induced to switch over to fox trots and one steps, and to continue until closing time.

Franklin Supervisor One of Chicago's "Most Beautiful"

"MISS SUPERVISOR" as shown on our cover this month is from a photograph of Miss Viola Fritz, a supervisor in Franklin office, Chicago.

Our choice of a girl to photograph was not difficult. We were assured on all sides that if we wanted a supervisor we should take the opportunity to show a picture of Miss Fritz, who, the *Chicago Tribune* states is one of "the twelve most beautiful women in Chicago."



MISS VIOLA FRITZ

A picture of Miss Fritz was published in the *Tribune's* coloroto section a few weeks ago and an accompanying article by Antoinette Donnelly stated:

"Next time you raise your voice to 'What's the matter with you, Central?' visualize Miss Viola Fritz, the telephone girl, and ask yourself if you would say it to her face. Wouldn't that wistful expression disarm you? There are more like her at home on the switchboard, too. Miss Fritz is twenty-two, five feet three, and slender, with black hair, black eyes, and beautiful coloring."

That sounds very pleasant, but if you mention it to Miss Fritz, she soon changes the subject. Probably she will tell you she has been with the company six years.

"During the first month I planned on quitting every day," she said. "But I stayed because I found the work more and more interesting. The big thing that has won me, though, is the company's attitude toward the girls."

Telephone service in Japan costs $500 for the installation of the instrument and a government tax of $40.

Digitized by Google

OH, LOOK WHAT WE FOUND!

We ought to make this a guessing contest, but to wait a month would be too much of a strain on our readers. The photographs were taken from 1895 to 1898 in the old General Office Building, Chicago.



This masterpiece was taken about 1898. The youngster at the upper left is Gilbert W. Butler, then a clerk, now in the Drafting Department in Chicago. Behind the electric light cord is E. G. Patterson, a Clerk. Next him, in the center of the picture, is Richard Luepke, then a Clerk, now Chief Commercial Agent in the Suburban Division. Just back of Mr. Luepke are William H. Lundie, Clerk, and Louis Reiese, Office Boy. At the desk in the right background is John F. Elwanger, Record Clerk. In the foreground sits Charles Meyers, Order Clerk. The young lady sitting at Mr. Meyers' desk is Miss Mary J. Moran, now supervisor of traffic payrolls in the city division.



The picture at the left shows two well-known officials, both of them still with the company. Back of the desk is S. J. Larned, then Superintendent, now General Traffic Superintendent, and in front of him at the right, E. G. Drew, then Special Agent, now Secretary.



This shows J. E. Zeublin, then General Superintendent, and his stenographer, Miss N. Boyd.



We have saved the best for the last. The Spanish looking gentleman with the beard is none other than W. R. Abbott, now President of the company. At that time he was Chief Clerk to the General Superintendent. Others in the picture are, from left to right, Frank C. Whitehead, Clerk; G. H. Howard, Clerk; Miss Mary St. John, Stenographer, and at the extreme right, Charles Meyers, who is also shown in the photograph above.

Digitized by Google

"PACKINGTOWN"

Story of the Chicago Stock Yards Which Has 70,000 Daily Telephone Calls

By Thomas B. Lambert

WHEN a New Yorker or a New Englander or a Californian returns home from Chicago and is asked what interested him most in the western metropolis, the reply is most apt to be, "The stock yards, of course."

Distinguished visitors even for a day, are almost invariably shown over the yards. The most recent was M. Coué of "day by day, I am getting better and better" fame. The long list of recent visitors includes M. Clemenceau, General Pershing, Lord Northcliffe and Lord Mountbatten. All marvel at the sights they see.

The stockyards certainly are a sight to see, for nowhere in the world has the manufacture of meat products been brought to such a state of efficiency, and nowhere else is there such a stupendous output.

This is a story of the beginning and development of the yards and a brief description of some of the interesting things to be seen and studied there.

It is now more than sixty years since the Union Stock Yards came into existence, and selected for its home a spot on the map of Illinois, right where it is today and where it will probably remain for many years.

Some years ago there were rumors concerning a proposition to move Packingtown to some point further from the city, but nothing came of them, if for no other reason than that of expense. It would probably be simpler and cheaper to move Lake Michigan than to pack up Packingtown and move it away.

Immense Extent of Yards

It is well nigh useless to attempt to convey to those who have not had the privilege of visiting Packingtown, a clear picture of its immensity from the point of view of finance, or business transacted, or of its importance in the daily life and economy of the people of the United States.

Simple strings of figures and decimal points become as incomprehensible as war debts and astronomical distances. They are comparable to the pictures of Niagara Falls in that they do not tell you much, unless you have actually been there.

The development of the packing industry began about 1848, when the general idea of a central stock yard took definite form. Up to this period the states east of the Mississippi had been quite self-supporting in the matter of foodstuffs.

They raised their own grains and their own stock. The local grist-mills ground their flour and the local slaughter houses furnished the meats—by enormously wasteful methods.

The growth of population and its ever-increasing demand for manufactured products strained the eastern factories to the limit which in turn drew heavily on the country for help.

This condition automatically created an increased demand for the necessities of life, especially grains and meats and lured the farming element to larger and more fertile fields further west, where cheapness and volume of production more than offset the shipping charges. This was really the beginning of the impelling



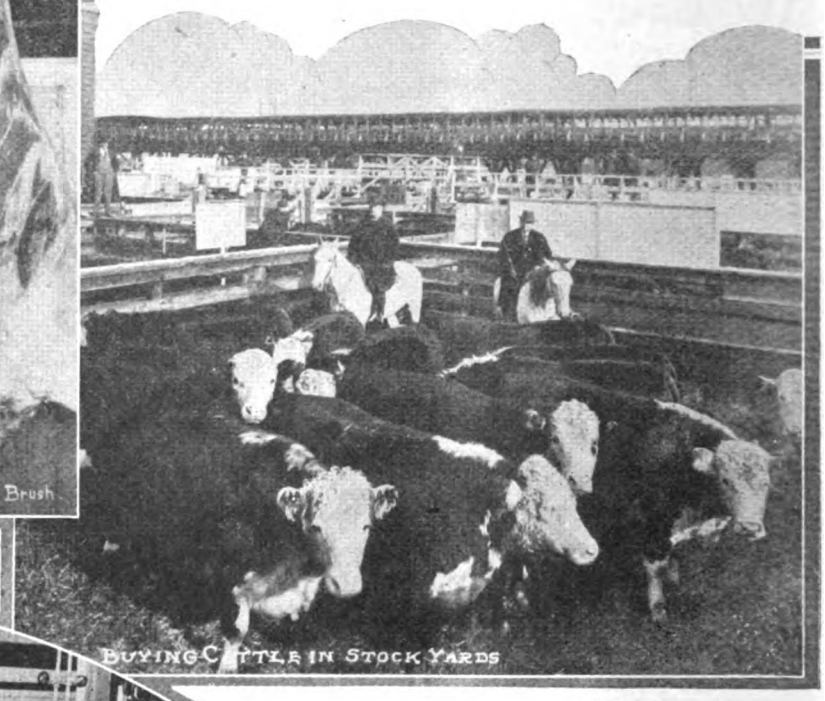
AIRPLANE VIEW OF THE UNION STOCK YARDS, CHICAGO
The camera was pointed southeast. In the foreground are the packing plants. Beyond these are the stock pens.

Digitized by Google

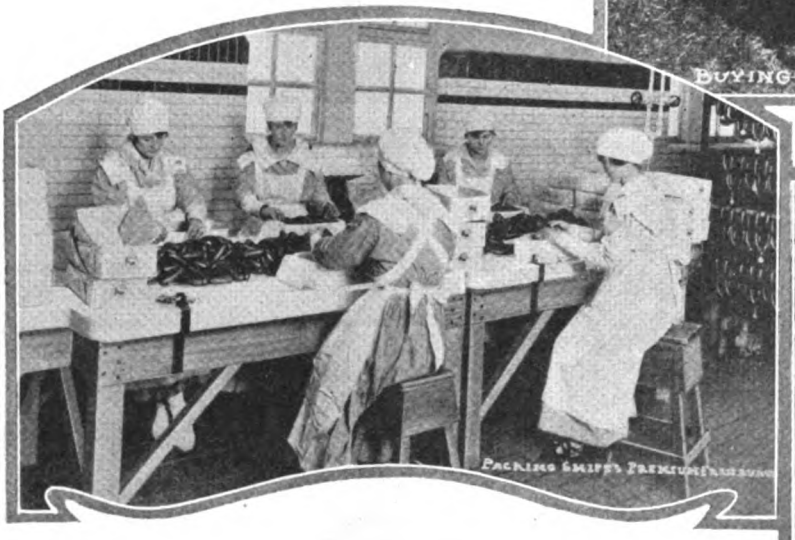
SCENES IN THE UNION STOCK YARDS, CHICAGO



Detail View of Washing Beef Fountain Brush



BUYING CATTLE IN STOCK YARDS



PACKING SMIFF'S PREMIUM HAMS



OLEOMARGARINE WORKER



FINAL U.S. INSPECTION

—L

Digitized by Google

necessity for a new system of packing and shipping fresh meats.

Grain can be shipped easily and stored safely, without the danger of spoiling, if only kept dry. Salted and smoked meats such as bacon and ham kept the best and could therefore be shipped the greater distances; so it was that pork products were the first meats to be packed and shipped from the Union Stock Yards.

This we may know from the now almost forgotten fact that in the Civil War times our present Packingtown was frequently called by the rather significant nickname of "Porkopolis."

Beef and mutton not being acceptable to the public in the salted or smoked forms were too perishable to permit being shipped any great distances until the invention of the refrigerator car.

Development of Refrigeration

In 1868 the government issued a patent for such a device and in the following year the first trial shipment of fresh beef in an iced car was made from Packingtown to New England. For some reasons the experiment was a failure.

It is characteristic of "men of success" that they never take a beating; so one of the long-headed, far-seeing Chicago packers who had watched the experiment and believed in the plan, undaunted by the failure of another and disregarding the sneers and ridicule of the even then ever-present calamity howlers, set out to make a refrigerator car according to his own ideas and plans.



As a result, in 1875, the first successful shipment of chilled fresh meat was made from Chicago to the seaboard. The inventor-packer found the capital, confidence and courage to build the necessary rolling stock. Accordingly he organized a transportation company for this purpose, which with many similar ones is still in existence.

This single circumstance may be considered as marking the real beginning of the greater packing industry, which today ramifies the whole United States, collecting raw materials, preparing them for and distributing them to the entire country in a most efficient manner, and its headquarters are in Packingtown.

Those who see stories in statistics will visualize and appreciate the natural economic necessity of a Packingtown, in the fact that seventy per cent of the people of the United States live east of the Mississippi, while seventy per cent of the livestock supply comes from the territory west of that river.

Thus had it not been for Packingtown or some such centralized industry for the collection and distribution of meat products, the people in the east would have little or no fresh meats, or be compelled to do with less and at a much higher price.

Meat "Chilled," Not Frozen

There is a common error afloat concerning the refrigeration of meat. It is not frozen as commonly supposed. The idea of freezing meats in the chill rooms is quite natural, for a visitor who goes from the warm air of the buildings into a chill room gets a sensation of zero weather which he is the more ready to believe as he sees the moisture frozen on the brine pipes, but the meat is not frozen. After a hog has been dressed, which takes but twenty minutes, it is switched to a dry room for a few hours, and then it goes to the colder temperature of thirty-eight degrees for forty-eight hours, after which it is ready to be cut and trimmed.

Beef, likewise, is kept for a time, not to exceed two weeks, at this same temperature of thirty-eight degrees or six degrees above freezing. It must be sold within two weeks after the killing to avoid loss through spoilage. Poultry is kept at somewhat lower temperatures.

The time and temperatures used in handling meats are very important factors and have been studied and determined with scientific exactness, to guard against losses, and maintain the best quality.

It is here interesting to note that a single packing house, and that not the largest, requires 250,000 tons of ice a year, in addition to all the mechanical or brine refrigeration used. This ice is used principally in the cooling tanks of refrigerator cars.

The Demands of War

During the late World's War, our government made many extraordinary demands on Packingtown and it is truthfully said with much credit to them that they never failed to deliver, and what was of equal importance were always on time.

Thanks to the coöperative organization and its wonderful facilities for the production and shipment of meat products, the question of furnishing meat to our armies, both at home and to the expeditionary forces abroad was one of the least of the government's worries, and one of the packers' greatest problems. The officers well knew that the packers could and would deliver, and they did.

As a single typical example, of which there were many, one Saturday afternoon during the war, at five o'clock, an order was telephoned from Washington to ship 1,700,000 pounds of special cut meats not later than the next Tuesday noon. Just how it was done would now be difficult to explain, but the last car was loaded and on its way an hour ahead of schedule time.

The stock yards do not brag about such things as these, it is not their way. They have a habit of dealing with perishable products where speed is an essential factor.

One thing more may be said in connection with the war experiences of Packingtown; that is, while many other businesses of the country clamored for financial assistance the Yards met the emergencies on their own resources. As an example, one com-

Digitized by Google



CIRCUIT PHOTOGRAPH OF THE UNION STOCK YARDS SHOWING

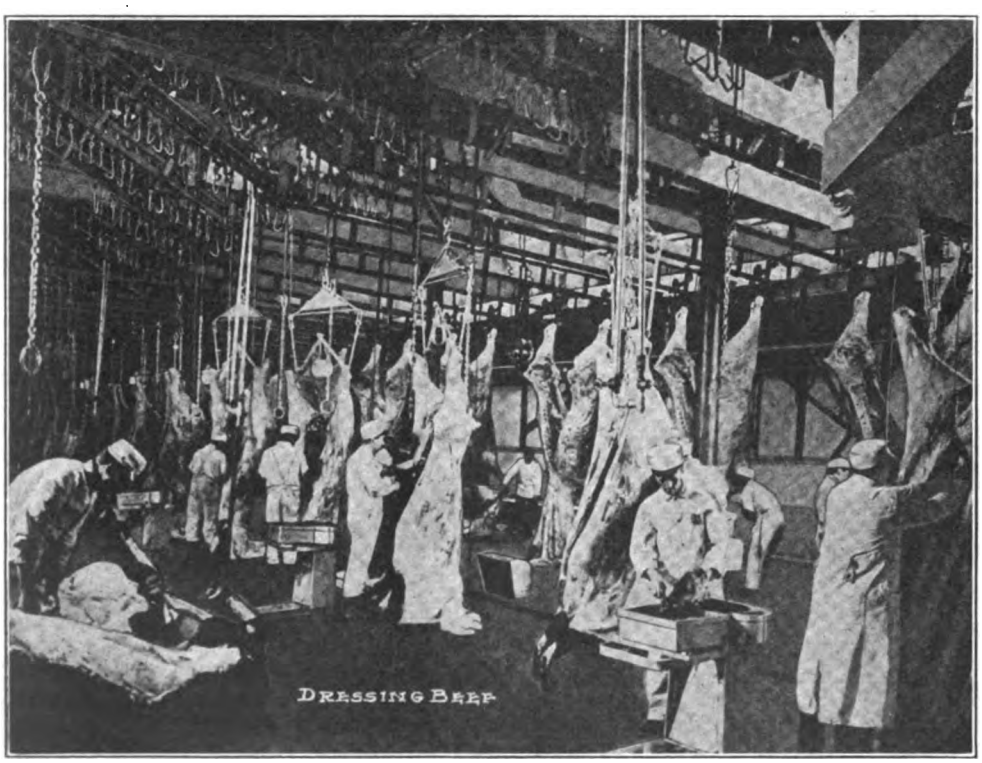
pany alone furnished the government $35,000,000 worth of goods in a single month, December, 1918. This was the peak load, to be sure, but it meant some clever financing to say the least.

The original Union Stock Yards occupied the square mile of territory immediately south and west of Thirty-ninth and Halsted streets. This tract of land has never been subdivided into city lots and streets, but still remains controlled by the Union Stock Yards and Transit Company, as a kind of "Principality, without the Prince."

Thirty years ago this entire section was closed in by a high board fence and no one entered or left the Yards without passing through one of the few entrances which was always guarded by watchmen. Anyone who enters today by way of the main entrance at Halsted street may still see the big iron gates and the policeman who seems to be less inquisitive as to the nature of one's business than did his predecessor of thirty years ago.

But Packingtown has outgrown its wooden fences. On all sides there have been attracted veritable swarms of correlated industries of all kinds.

Among these "outside concerns" which are really just as much a part of Packingtown as if they were in the magic square there are no less than thirty-five "independent packers" who have risen to the dignity and importance of requiring private branch enchanges in the conduct of their business.



The Telephone in Packingtown

Since private exchanges and the number of calls made have come to be a measure of the importance of an industry we may glean a general idea of the tremendous extent of the business transacted at Packingtown from the following figures:

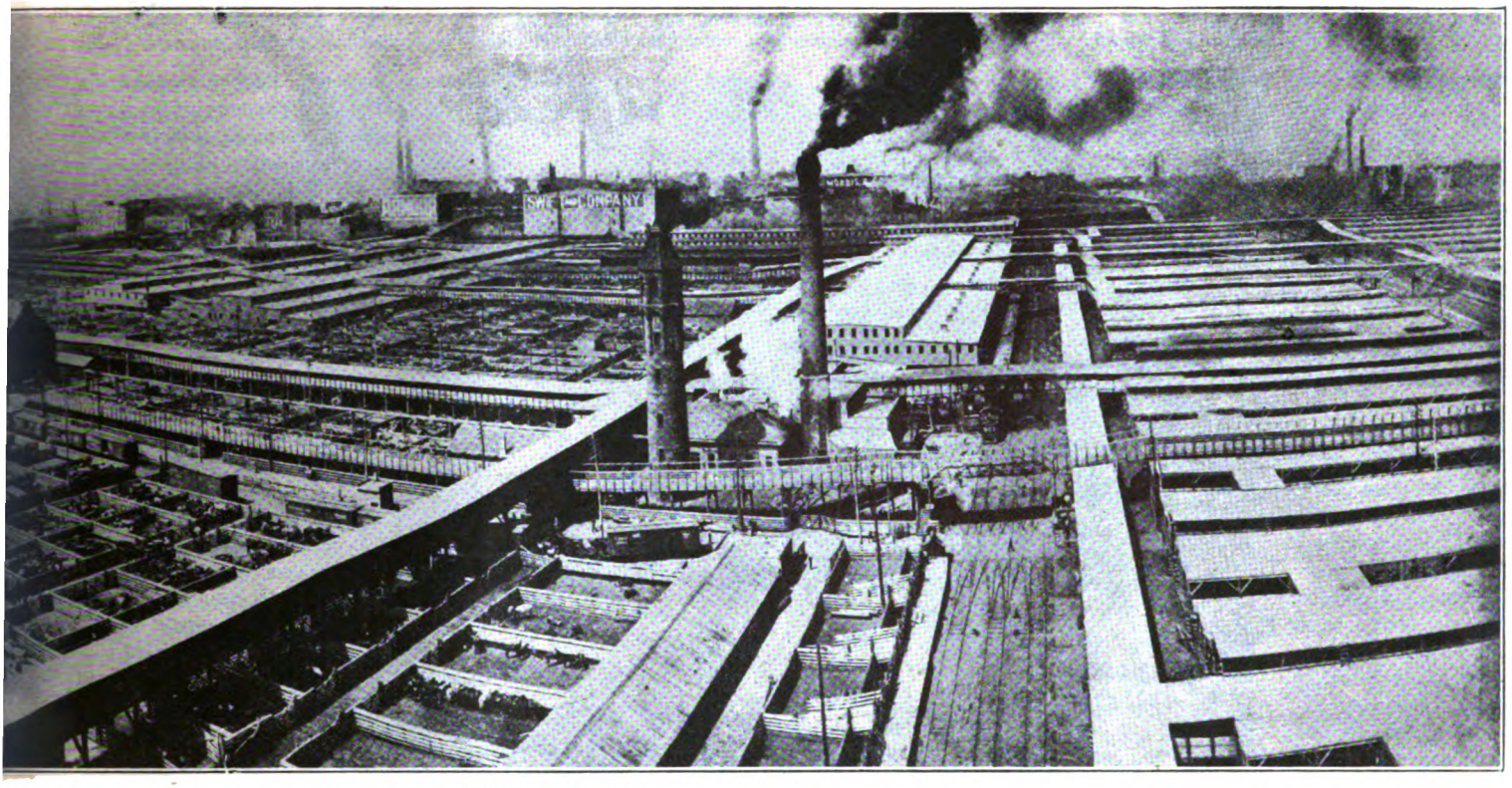
Forty-one packers use a total of 70,000 calls a day, employ 100 telephone operators, have 2,100 extension telephones in service and use 400 trunk lines, connecting them with the Illinois Bell System.

Roughly, Packingtown uses 10,000 telephone calls an hour. This statement furnishes a slight indication of the value of telephone communication to the packing industry.

What if everybody who had business with Packingtown had to go

—L

Digitized by Google



OF THE PENS AND THE ELEVATED RUNWAYS FOR THE ANIMALS

there? What a crowd it would be! The mathematicians scarcely make figures enough to show the saving effected by the telephone.

The founders of Packingtown planned to have it outside the city, but the unprecedented expansion of Chicago has long since included it within the corporate limits. So it seems not a little strange that right in a big city there should be a square mile of space set apart for packing and shipping meats. In this area there are 300 miles of railroad trucks; 13,000 stock pens and a capacity for handling half a million head of stock daily.

Of course it is impossible that the receipts of animals should be perfectly uniform and steady, and this means that on some days there may be as many as 4,000 car loads of stock unloaded into the receiving pens. These cars are continually arriving and come over twenty-one different railroads.

The average yearly business is represented in the handling of twenty million head of stock, over 350,000 car loads, and at a value of nearly a thousand million dollars.

Stock Yards Do Cash Business

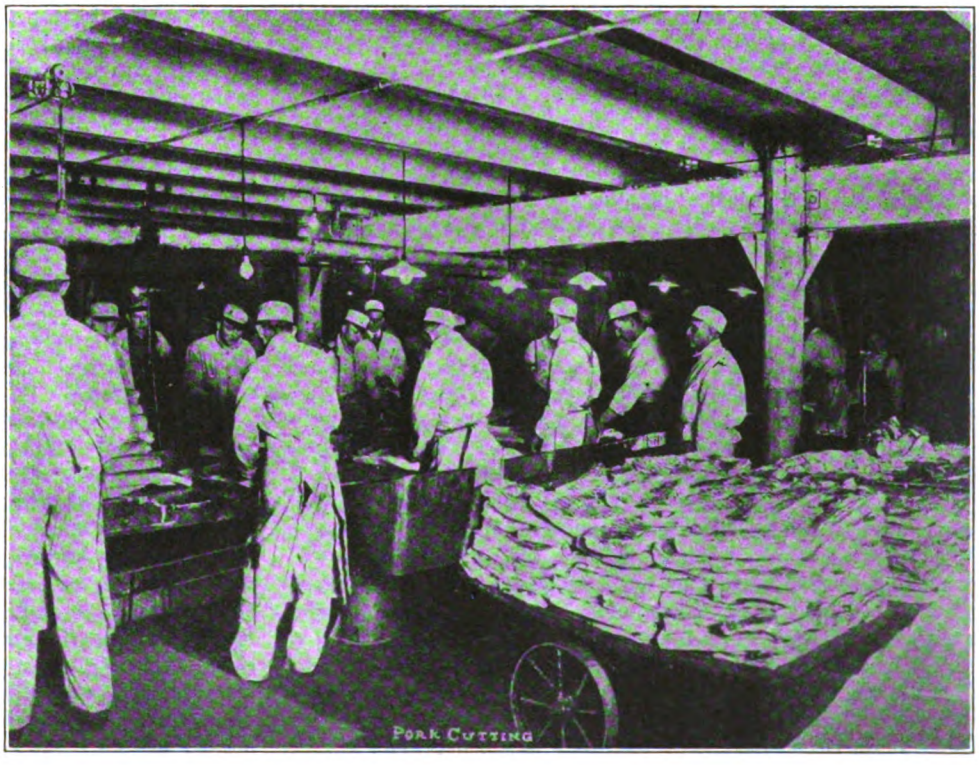
Last year one of the larger concerns paid out for stock an average of over a million dollars a day—every cent of which was a C. O. D. transaction.

Stock and money change hands quickly in Packingtown. The cars are delivered by the railroad, unloaded into the receiving pens or "yarded" as they term it, and then the stock is turned over to the commission men.

Professional buyers, of whom there are over 300, and whose keen eyes know stock, bid for the animals, which when sold are immediately weighed. The weight slip given out by the weightmaster passes as collateral for collection at the banks, a system as good as it is simple.

Under the rules of the Live Stock Exchange, all stock bought must be paid for on the day of purchase. The animals are then driven to the resting pens where they remain for several hours, and from which they are taken to slaughter and then to the packing houses for proper cutting and disposal.

There are so many big things at the Yards to attract the attention of a visitor that some of the smaller and often more



PORK CUTTING

Digitized by Google

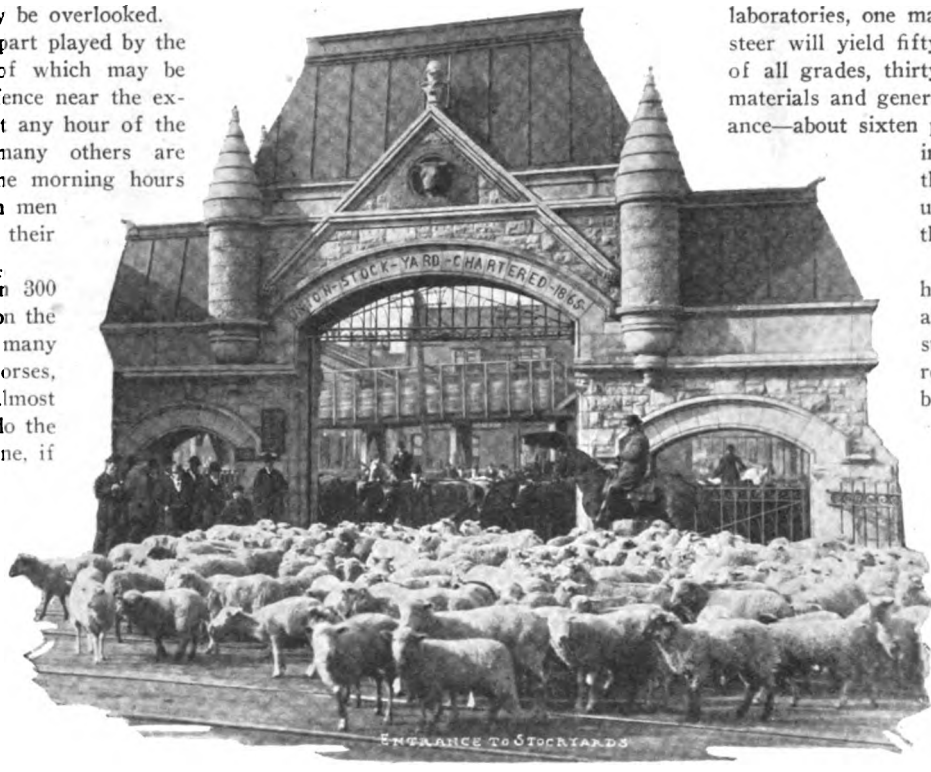
interesting details may be overlooked.

For instance, the part played by the saddle horses, some of which may be seen tethered to the fence near the exchange building almost any hour of the day. These with many others are actively engaged in the morning hours when the commission men and buyers are plying their trade.

There are between 300 and 400 stock buyers on the market every day, and many of them ride saddle horses, some of which seem almost intelligent enough to do the buying and selling alone, if only given a chance.

Then there are the brand inspectors, all former "cow punchers," the detectives of the cattle world. They are employed by the western cattle raisers' association, and it is their business to know brands of cattle.

Most cattle, especially the steers that come from the big ranches, are branded with a registered marking as an identification mark, and should a cattle man attempt to market a steer branded with any except his registered mark, the brand inspector singles out the animal and sees that the lawful owner gets the proceeds of the sale.



MAIN ENTRANCE TO PACKINGTOWN

These brand detectives ride their own ponies and are as handy with the lariat as any of the moving picture heroes seem to be.

There are 75,000 employees in the Yards, who with their families and dependents are equivalent to a city the size of New Orleans or Minneapolis. This army of workers includes practically every known trade and profession.

We do not now think of a place where Packingtown could use an astronomer as such, but it is a safe bet that if one were needed he would be found in the ranks. Even the ecclesiastical profession has a definite place in the industry, and it may be new to some of our readers that in the production of kosher meats for the Jewish people, the animals are dispatched in a strictly orthodox manner under the supervision of, if not actually by the hands of a rabbi, detailed for the purpose.

The chemist plays a most important part, and his work is never done. He, or rather they, are on the constant search for better products and less waste.

Laboratories Maintained

The big men of the Yards have not been slow to see and take advantage of improvements in every line. Many of the larger packers maintain research laboratories which not only carefully test and inspect the products of their own plants for purity and standardization, but also test materials purchased elsewhere. They are on the constant lookout for new and better machinery, processes and methods and they study the demands of other lines of business wherever there is hope of finding a new or developing an old market for their own by-products.

These research laboratories publish some very interesting tables and the list of Packingtown products reads like a mail order catalogue—not from a needle to an anchor, but from soil fertilizer to oriental perfumes.

In looking over one of these bits of information from the laboratories, one may note that an average steer will yield fifty-four per cent of beef of all grades, thirty per cent of valueless materials and general shrinkage. The balance—about sixten per cent—is represented in the by-products which the small butcher is usually compelled to throw away.

Sometimes we as householders like to kick about the price of sirloin steak, especially after we read the hoof price of beef, but if we could but stop to inquire into the facts, it might be another story. For instance the packers tell us, a steer weighing 1,000 pounds on foot will not yield over 144 pounds of steaks and rib roasts; but we all want "T" bone steaks, tenderloins, and pork chops. So old man supply and demand, who is no respecter of persons steps in and shoves up the price, and we with the natural or discriminating taste, are responsible.

Carloads of Soap!

One of the most important by-products in the meat packing industry is soap—and soap is a combination of fats, vegetable oil and a caustic-alkali. The manufacture of soap in Packingtown is usually done on a gigantic wholesale scale. The materials are mixed together in steam coil-lined kettles, but to call these soap tanks "kettles" almost offends one's idea of a kettle, for they contain ten to twelve car loads of soap—some kettle! When sufficiently boiled, the soap liquid is poured from the kettle into a tank truck with a capacity of a thousand pounds. After it solidifies it is cut into cakes and dried, then it is taken to an automatic pressing and wrapping machine. So much for laundry soap.

Toilet soap is prepared in a different manner. After boiling it is chilled on a granite roller and passed over special drying screens which it leaves in snow-white chips. The next operation is that of scenting and milling, and this latter operation has everything to do with the smoothness of the soap which is then pressed into form and wrapped for the market.

The story of glycerine is a chemical romance and it is now very generally known how glycerine, once turned into the sewers as a useless product, has through the efforts of the chemist and physicist become one of the most valuable by-products of the animal industry. It is in itself a perfectly harmless, pleasantly sweet tasting liquid, which when treated with nitric acid, becomes nitro-glycerine and dynamite.

Everything in and about Packingtown is conducted under the most sanitary conditions that are obtainable. Long ago they found out that it was the best as well as the cheapest way. It doesn't pay to have things spoil; at least not on a wholesale scale. Cleanliness may be next to godliness, but in the Yards it is known to be closely associated with profit and loss.

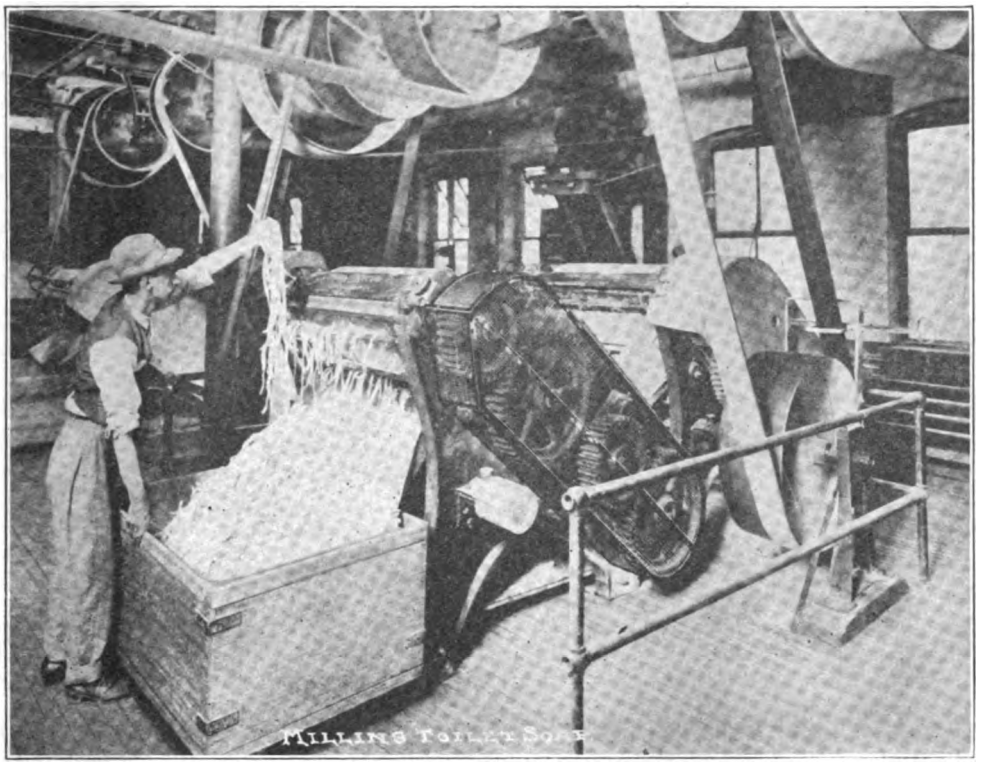
Among the neatest and cleanest of places to be found are the oleomargarine factories and no one who has ever seen this product manufactured would ever hesitate to use it from a point of purity and cleanliness. Persons who work in the oleomargarine factories

—L

Digitized by Google

are required to observe the strictest rules for personal cleanliness and they must have their finger nails manicured at regular intervals.

The manufacture of lard, while materially different, is carried on with the same scrupulous care as used in the oleomargarine factories. The final product is usually put in metal pails as a guarantee of purity and also a protection against rancidity.



Manufacture of Gelatine

Most of us have at some time or other eaten what is known as headcheese, tidbits of meat in a jelly like substance. That jelly was a form of pure gelatine. The animal industry of the stock yards produces gelatine in many different varieties from the most delicate and refined food jellies to the coarsest carpenter's glue. Different parts of the animal yield different glues, which find market for a multitude of purposes.

The finest grades of gelatine, which is the common name for the refined product, are used in the cooking art, and also in the manufacture of candy and ice cream, where the trade demands the softer and more digestible varieties. A harder and equally refined type of gelatine is employed in the manufacture of photographic emulsions for films and dry plates. There is a large demand for sheet gelatine flowed on glass plates, dyed with transparent colors and hardened with formaldehyde to be used as color screens in stage and decorative lighting.

Then there is the cheaper, coarser kind that comes from horns and bones of the animal. These products are called glues and are used in countless ways. It seems as if the world was stuck together with glue. Anyhow, Packingtown makes every variety that the trade demands. Brush makers, upholsterers and mattress makers look to Packingtown for hair with which to make their products. The plasterer gets his plaster retardent, the cheaper grades of hair from the stock yards, and the felt and the hat manufacturers depend on the animal industry for their supply of hair.

Packingtown, while not supplying all the hides for the industries that demand leather goods, certainly contribute by far the larger part. The shoe man, the harness man, the trunk and bag maker, the book binder, the belts that drive machinery and the raw hide lacings that hold the belts together, depend upon the stock yards to a great degree.

The albumen from blood supplies a sizing for the textile art, and a glue that is weatherproof.

Intestinal casings from the yards furnish containers for sausage, lard and cheese, not to forget strings for musical instruments, snuff containers and putty bags. Goldbeaters' skins also come from the intestinal casings. The drug business draws heavily on the supply of animal by-products.

So we might go on and on in almost endless detail showing how the products of Packingtown are needed somewhere in almost every known line of endeavor. It would be unfair indeed to undertake the most meagre description of the yards without mentioning the system of governmental inspection of meat and products.

The United States Department of Agriculture—Bureau of Animal Industry — has a headquarters in the stock yards and nearly 500 government inspectors report there every day. Their inspections are rigidly and carefully made under efficient methods.

All through the meat packing process of Packingtown, great care and attention are given by both the packers and the government inspectors to insure the utmost cleanliness, sanitation and freedom from disease distributing products.

The first thing done as soon as any live stock is received in the pens is an examination by competent government inspectors to make sure that it is sound and healthy.

These inspectors get and hold their jobs by virtue of having passed a rigid civil service examination, and they are in the employ of the Bureau of Animal Industry.

The first inspection, that is the one made of the animals on their arrival at the yards, is called the ante-mortem inspection. Three other examinations or inspections are given an animal before it finally reaches the cooler.

As soon as the animal is killed, the throat glands are examined by the inspector, after that the viscera, and then the final inspection.

After passing the last of these four examinations, they are stamped "U. S. Government Inspected" and pass on to the cooler. Animals that have not passed all of these inspections or those that are held on suspicion are side-tracked into a government room.

Here an exhaustive examination and test is made, and if the judgment of the floor inspectors is found to be correct, the animal is condemned and sent to the tank room where it is destroyed by the government.

This method carried on by the government was designed for the general protection of the public and has the full support and coöperative assistance of all Packingtown.

Naturally enough, there are tasks in the work of Packingtown as in every great industry and some small ones that are disagreeable to the more aesthetic senses; but they must be done, and it may be observed that even those to whom the very words "slaughter house" are offensive, find little or no difficulty or conscientious scruples in getting away with a nice, well-cooked, juicy steak.

The care, treatment and finally killing of the animal are car-

(Continued on page 33.)

Digitized by Google

Bell Telephone News

Published Monthly by
ILLINOIS BELL TELEPHONE COMPANY

B. E. SUNNY, *Chairman, Board of Directors*
W. R. ABBOTT, *President*
F. O. HALE, *Vice President and General Manager*
B. S. GARVEY, *Vice President*
E. G. DREW, *Secretary*
W. J. BOYD, *Treasurer*
U. F. CLEVELAND, *General Auditor*
W. D. BANGS, *General Counsel*
J. L. SPELLMAN, *Publicity Manager*
A. R. BONE, *General Commercial Superintendent*
FRANK REDMUND, *General Plant Superintendent*
S. J. LARNED, *General Traffic Superintendent*
G. W. MCRAE, *Chief Engineer*

Issued by the Publicity Department.

AMORY T. IRWIN, Editor
EVERETT E. FRIGANZA, Assistant Editor
BELL TELEPHONE BUILDING - - - CHICAGO, ILLINOIS

SUBSCRIPTION PRICE—Two Dollars a Year in advance, to all persons except employees of the Telephone Company.

The Horseshoe Won't Carry You Through—Practice Safety

A LOT of people believe, to a certain extent, that Lady Luck is hovering near them some time, if not all the time.

Plenty of good luck for the coming year is a wish that is freely made for those persons who believe that there is such a thing, but it should be understood that about ninety-nine per cent of all the good luck that befalls a person begins in the brain.

Just because one of our men climbs up on a shaky barrel or box to do his work and completes the job safely is no reason that you or he should go around talking about what a lucky guy he is. There may be an accident the next time and then he will regretfully say that it would have been much better if he had practiced safety and not depended to much upon his charm.

Some of our boy and girl employees run through the corridors in a hurry to get in an elevator before the gates close. They slide on the marble floor and come to a stop right in front of the gates. After they enter the car they often remark: "Gee, it was lucky I didn't take a spill." Those close calls are not always lucky because many times a fall follows the slide and a sprained arm or leg is the result.

Let's all think of the safety angle before we take any of those unnecessary chances. Live the safe way and not the lucky way.

Are You Irritable?

"THE widespread idea that irritability is only a bad habit, and is always to be conquered through merely exercising one's will power, is a mischievously mistaken idea," declares H. Addington Bruce in *Forbes Magazine*.

"Almost always, as a matter of fact, to be irritable is to be afflicted with some degree of ill-health, psychic or physical. As the Boston physician, Myerson, tersely states the case, 'Irritability is a common reaction of the neurotic and the weak.' The really healthy, the mentally and physically vigorous, are seldom irritable and never grouchy. They are too full of a sense of organic well-being for grouchiness to take possession of them.

"But let a man become weakened from any cause and at once, if merely as a symptom of nerve fatigue, he may begin to develop grouchy ways. Everybody has had the experience of feeling short-tempered after a sleepless night, an attack of indigestion, or a few days of total deprivation from outdoor exercise.

"In like manner, chronic ill-temper may have its origin in the persistent keeping of late hours, persistent overeating, or persistent failure to exercise. Thence results a nerve poisoning and exhaustion that may have grouchiness as its outstanding sign. There are numerous grouchy workers who need only change their living habits in order to banish their chronic irritability and simultaneously improve their business prospects."

Clinching the Bolt

By Edgar A. Guest.

It needed just an extra turn to make the bolt secure,
A few more minutes on the job, and then the work was sure;
But he begrudged the extra turn, and when the task was through,
The man was back for more repairs in just a day or two.

Two men there are in every place, and one is only fair,
The other gives the extra turn to every bolt that's there;
One man is slip-shod in his work and eager to be quit,
The other never leaves a task until he's sure of it.

The difference twixt good and bad is not so very much,
A few more minutes at the task, an extra turn or touch,
A final test that all is right—and yet the men are few
Who seem to think it worth their while these extra things to do.

The poor man knows as well as does the good man how to work,
But one takes pride in every task, the other likes to shirk;
With just as little as he can, one seeks his pay to earn,
The good man always gives the bolt that clinching, extra turn.

Copyright, 1922. Reprint by special permission of the Reilly & Lee Co., Mr. Guest's Publishers.

Three Types of Society Girl

A SOCIETY girl sometimes goes into business and writes up the working girl.

I, the working girl, have reversed the conditions and this is what I have found:

In social life there are the same types of girls that exist in business life.

There is the hanger-on who wants to get everything she can without giving anything in return.

There is the mediocre type of girl who, whether she wants her pay in society invitations or a weekly check, is willing to contribute a certain amount of energy; but no more than absolutely necessary.

Then there is the real aristocrat who, whether in society or business, can be counted on to accept a responsibility and carry it through—and it is that which lifts her above the hanger-on and the mediocre girl.—*The Buzzer.*

Telephone, a Civilizer

NEW YORK CITY has more telephones than any foreign country with the exception of England and Germany. Chicago has more telephones than France, Spain and Portugal combined.

The United States uses sixty-five per cent of all the telephones in existence. It also has the best and the cheapest service in existence.

Now these unchallenged facts have a significance beyond the mere matter of comparative figures. As certainly as railway mileage and the value and efficiency of equipment has to do with transportation as a vital function in industrial and commercial life, just so surely has the popular use of the telephone to do with the diffusion of business and social intelligence and the harmonizing and unification of national sentiment and aspiration.—*Los Angeles Express.*

Second Machine Switching Unit in New York City

"ACADEMY," New York City's second machine switching central office, was placed in successful operation at midnight December 2, 1922, when approximately 4,000 lines were transferred from the manual switchboard in "Cathedral" to the new apparatus in the New York Telephone Company's building at 193 Manhattan avenue. The cut-over was a decided success. "Academy" serves the district between One Hundred and Second street and One Hundred and Tenth street on the west and from Central Park to the Hudson river.

Digitized by Google

MARY SPEAKS HER MIND ON THE "EIGHT HOUR" BILL

By May T. Dewhurst

MARY and her mother had accepted Mrs. Crane's invitation to go with her to a woman's club meeting in the neighborhood. Mrs. Crane said this was to be a very special meeting as the speaker was a distinguished woman who was up on politics and could tell them all about the bills that were being presented down at Springfield.

Tom and Kate were going to the movies and were to call for them at Mrs. Crane's house on their way home. When they got to the house they found John at home but the others had not arrived.

"I suppose they had to have some refreshments after the discussion," said John. "I tell you, Tom, we'll have to look out or these women will know more than we do about voting. Mother has me beaten already on these bills. You see, the women tell her just what to vote for."

"I thought," said Tom, "they were to be independent and not let any one dictate how they should vote."

"Well, I suppose this woman tonight tells them the facts and then they decide. Oh, here they come, and by the way they are talking I guess they are not all deciding alike."

Mrs. Crane and Mrs. Miller when they came in looked somewhat excited but Mary's cheeks were blazing and John, at least, thought it was quite becoming.

"Hello," he said. "Here come the women who are running things now while we men stay at home to look out for the house."

"I just wish you'd been there, John Crane. Even you know more than that woman did about the telephone girls," said Mary.

"Thank you for the compliment. I guess I know something about some of them," laughed John.

"Why I thought this was a political meeting," said Tom. "What are they doing to the telephone girls?"

"I guess they want to put us out of business," said Mary. "And that woman said we were working under an awful strain and that we had nine hours' work and lots of overtime."

"What a story!" said Katie.

"But hold on a minute! Why did she pick on telephone girls?" asked Tom.

"Well, you see," said Mrs. Crane, "she was urging us to stand by the eight-hour law for women and I think it's a good law. Eight hours' work is enough for any woman."

"Well, we have an eight-hour day now, and less than eight," said Katie.

"But you see, they want to make it a law and her employer can be fined from $25 to $100 if he is guilty of the misdemeanor of allowing a girl to work overtime."

"Does that mean $25 for each girl?" asked Katie.

"Yes," said Mary.

"Some bill!" said Tom. "Let's figure it out. Suppose we had an awful snow storm some afternoon so that the street cars got blocked and about four o'clock you would begin to have everybody calling up—the way they always do when anything happens to the cars. There you would be, Mary, your day girls ready to go and no one to take their places and if you kept twenty girls, say, you would make the company liable $500."

"Mercy!" said mother, "and that's only one office."

"Well, of course," said Katie, "they wouldn't stop us if there was an emergency like a big fire or storm or anything like that."

"Sure they would, if it's a law," said Tom. "The company would be liable, don't you see?"

"I said to a lady near me," said Mary, "that if the trains got stalled and the evening girls were delayed the day girls would expect to stay a little overtime and she said, "Oh, yes, that's just the trouble. The girls ought to go right home when their time is up no matter what the boss wants them to do.' 'Well,' said I, 'if you were delayed on that train I guess you'd be one of the thousands who would be putting extra calls in to let your people know you were all right or telephoning for a taxi. You'd be surprised to hear some one say, 'No service till the other girls get here. Our eight hours are up.'"

"What did she say," said John?

"Why she was silly enough to say the company can get another force for such things. Does she expect us to have a row of idle girls to wait every day for an emergency!"

"I guess she wouldn't want to pay the bill," said Tom.

"And anyway, what right has that lady to come and tell those club women all about something she doesn't know anything about? She talked about their dragging home after their work without ambition even to go out. I wish she had seen the day girls at their bunco party the other night. By the noise they made, they seemed to have a little energy left."

"She ought to see girls Monday morning down at my office," said John. "That's the day they are all tired out."

"Well," said Mrs. Miller, "I certainly can't see why they put the telephone company in with the rest. I brought home a copy of the bill. Of course I know there are some people who would work their girls too long if the inspectors didn't look out for them, but most big companies now have an eight-hour day unless there is occasionally need for extra work. Lots of women like to get a little extra pay for the two hours' extra work."

"Yes, I used to ask for extra time and I know lots of girls do," said Katie.

"Here's the bill, Tommy. Read it."

"No female ('How I hate to be called a "female," snapped Mary') shall be employed in mechanical or mercantile establishments ('shops or stores,' said John) or hotel or restaurant or telegraph or telephone establishment or office thereof"—

"The clerks and stenographers are just as badly off as the operators," said Mary. "I don't think they ought to bother our clerks if they let all other offices do as they please."

"Yes," said Katie, "And I wonder what our nurses will say. I'd like to see anyone stop our nice visiting supervisor from working overtime if she can help any girl that's in trouble."

"This bill doesn't affect nurses," said Mrs. Crane.

"It does if she is employed by our company," said Tom "But let's read on; 'or in any place of amusement'—there you come in John."

"That doesn't bother me. They probably worked a lot overtime in making films but it is all right to show them all day and night."

"Yes, but how about your ticket-clerks and ushers?"

"Well, I guess that will make some of them provoked. You see the work is so easy they like to make good time. They can divide their time so that ten hours is not hard but this, only eight hours in one day, will bother them some."

"Why don't they work eight hours for you and then move on to another place?"

"Then the last man who employs is fined, you see," said Tom.

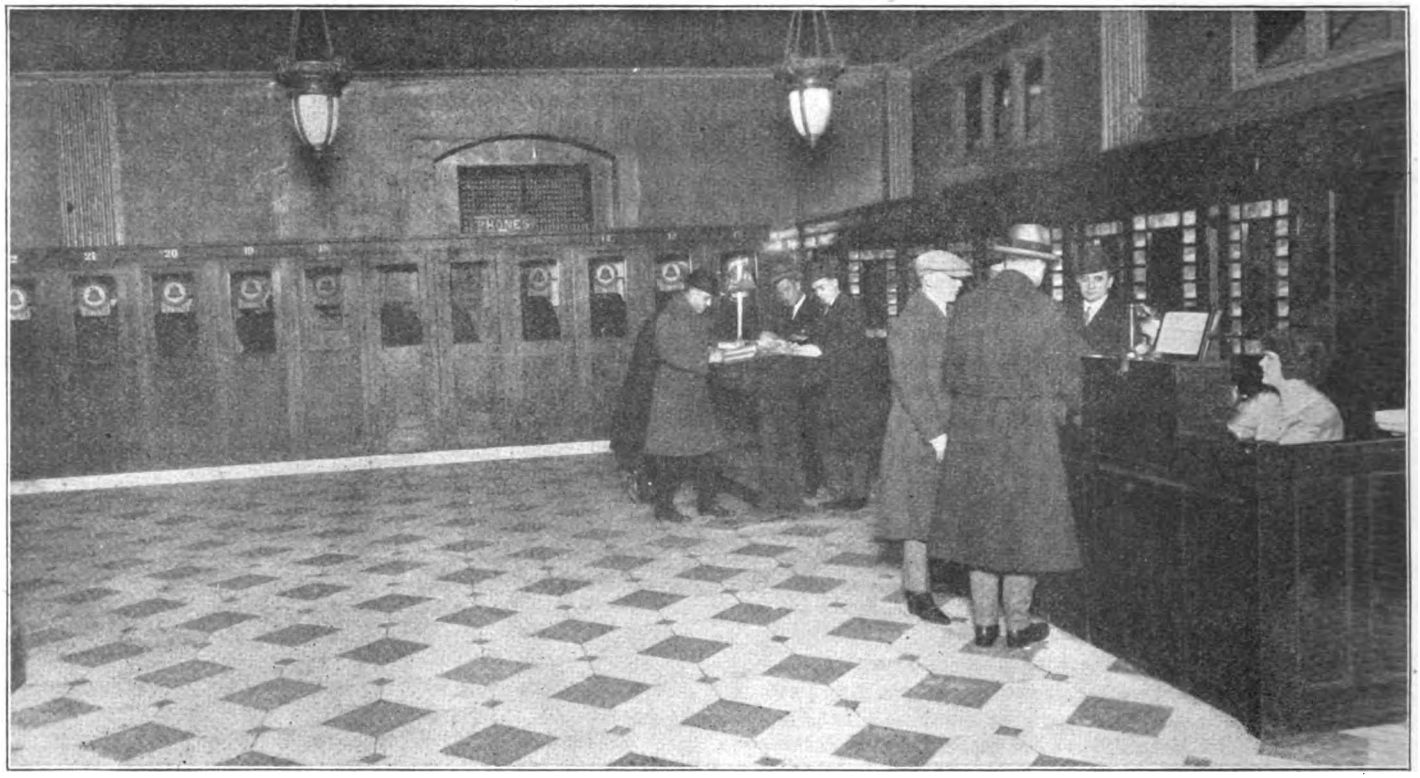
"Firm or corporation engaged in any express or transportation or public utility business—"

"That's what we are," said Mary. "If we are a public utility you'd think they would want us to help the public."

"No, they don't," said Katie. "They want us to be machines. No matter what we are doing, even if some life is at stake, we must stop when the time is up just because we are *females*. We won't need any more Vail medals for bravery. It would cost the company too much if we were inclined to stick to our post in floods and fires."

I'm glad they didn't have that law when we had the Iroquois fire or the *Eastland* disaster. Who thought of time when people were begging to get calls through!"

Digitized by Google



ONE OF OUR LARGEST PAY STATIONS TO BE REPLACED

The twenty-two booths in the Palmer House, Chicago, will soon go out of business while a twenty-three story building is being constructed for the hotel. In the new building there probably will be two pay stations.

"I just wish those ladies who get up these laws would listen to what we girls could tell them."

"The dames would get an earfull all right if you had your way," laughed Tom.

"Well, come on children," said mother, "we must go now. I guess we would better adjourn this political meeting for tonight. Thank you so much, Mrs. Crane, for taking us to your club."

"I'm glad you went," said Mrs. Crane. "You certainly make me look at the bill a little differently."

"Well, I'm for the eight-hour day but not the eight-hour law," said John.

"And I don't want people dictating so much to me just because I am a *female*," said Mary.

"We got the vote and now they want to take away our independence," said Katie.

"Oh, well," said Tom. "You'll do enough bossing anyway. Come, mother, these girls won't go to sleep tonight if they keep fighting over this bill. Maybe it won't pass anyway. John, you see if you can get Mary calmed down before we get home. I'm afraid for my life when she gets so excited. Come on, mother, you and Katie and I are all right as usual."

And Tom began to sing lustily, "This is the End of a Perfect Day," till Mary called out, "Look out, Tom. Is it a female day? If so, is it an eight-hour day and does she work for the telephone company?"

Repairmen Do Quick Job After Dearborn Station Fire

MEN of the cable repair division and the P.B.X. division of the maintenance department did a quick job and a good one after the fire in the Dearborn railroad station, Chicago.

A. G. Francis, commercial agent for railroads and transportation lines, received the following letter from H. G. Hetzler, president of the Chicago & Western Indiana Railroad:

"I wish to personally thank you for the fine coöperation and effective service rendered by the telephone company as a result of our fire at the Dearborn station."

Men on the job were William Jackson and Frank Tedloaft of cable repair, and A. R. McGregor, J. J. O'Brien and R. E. Walsh of the maintenance department.



MRS. MAE HADRABA

Chicago Supervisor Who Entertained Friends at Birthday Party

MRS. MAE HADRABA, supervisor in Dearborn office, Chicago, celebrated her birthday, Thursday, January 11, with a wonderful dinner, and after dinner the guests played the phonograph and piano, sang and danced and played bunco. Miss Zillhart won the prize, a beautiful bottle of perfume, and Miss Franz the booby, a crocheted powder puff. Those attending were Misses McGinley, Hurley, Zillhart, Lemeke, Franz, Monahan, Hadraba and Ball. All wish Mae's birthdays came more often.

—L

Digitized by Google

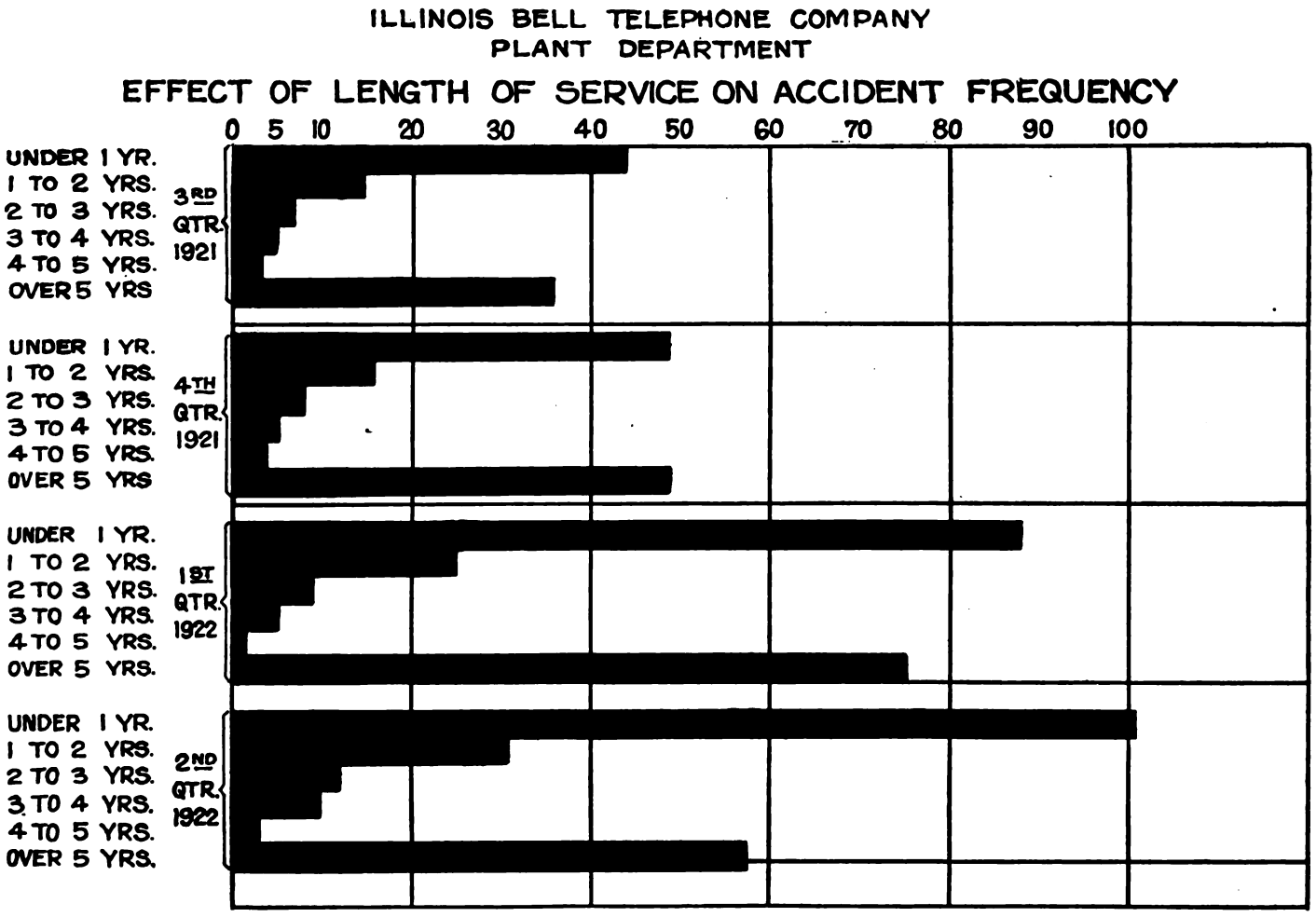
ACCIDENTS RUN IN CYCLES

Charts Show Definite Relation Between Employees Length of Service and Accidents

ACCIDENTS having been discussed by persons in all branches of the service, having been pounded in the workshop and tested in the laboratory, still have certain known traits which cannot readily be accounted for.

Why is it that the majority of accidents occur to the male employees of the plant department who have had less than one year's service?

Why is it that the male employees of the plant depart-



EFFECT OF LENGTH OF SERVICE ON ACCIDENT FREQUENCY

BELL SYSTEM

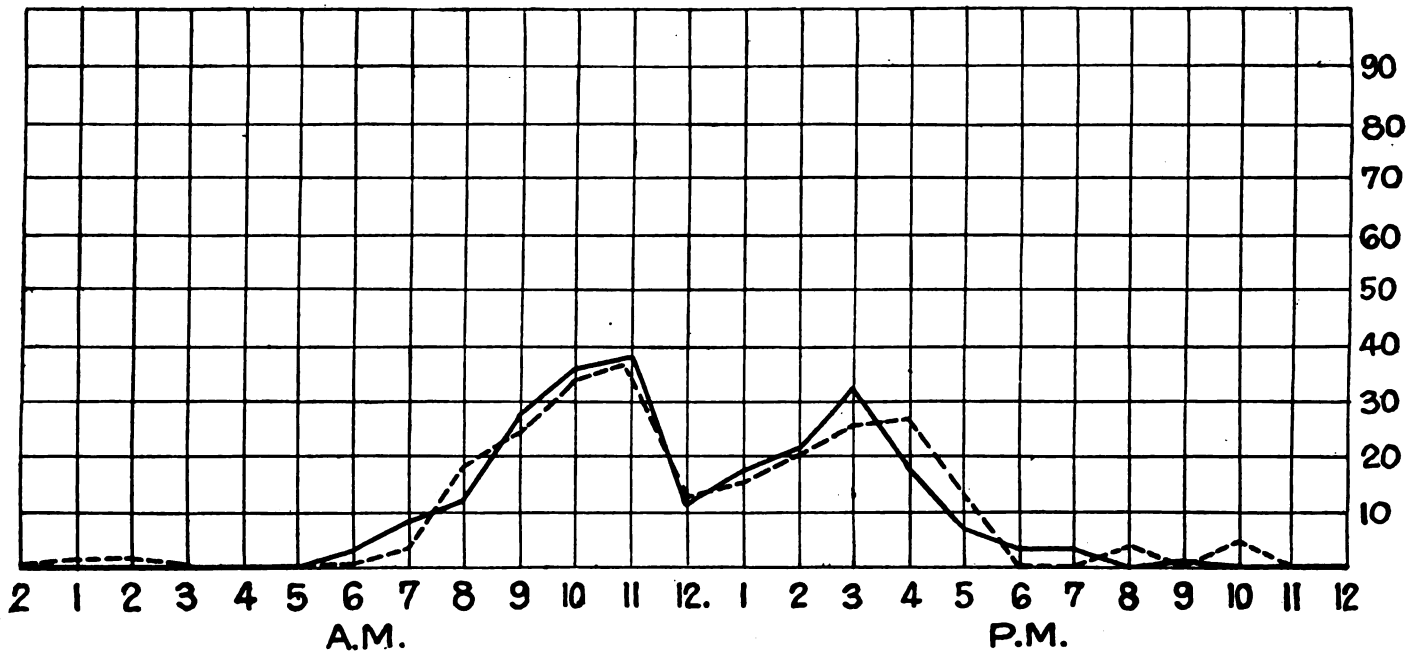
QUARTER	LENGTH OF SERVICE	NUMBER OF ACCIDENTS OCCURRING TO MALE PLANT EMPLOYEES OF EACH LENGTH OF SERVICE GROUP PER 1000 MALE PLANT EMPLOYEES OF EACH GROUP
THIRD 1921	Under One Year	24.8
	One to Two Years	17.6
	Two to Three Years	11.7
	Three to Four Years	14.7
	Four to Five Years	12.3
	Over Five Years	7.2
FOURTH 1921	Under One Year	34.5
	One to Two Years	25.9
	Two to Three Years	19.9
	Three to Four Years	15.8
	Four to Five Years	16.6
	Over Five Years	11.2
FIRST 1922	Under One Year	35.2
	One to Two Years	19.2
	Two to Three Years	25.6
	Three to Four Years	13.2
	Four to Five Years	10.5
	Over Five Years	11.8

COMPARISON OF ACCIDENTS IN ILLINOIS AND IN THE WHOLE BELL SYSTEM

Digitized by Google

ILLINOIS BELL TELEPHONE COMPANY
PLANT DEPARTMENT

TOTAL ACCIDENTS
SHOWING HOUR OF OCCURRENCE



NO. ACCIDENTS, 1ST QUARTER 223
NO. ACCIDENTS, 2ND QUARTER 222

------- 1ST QUARTER, 1922
——— 2ND QUARTER, 1922

ment who have had more than five years' service continue to have a large number of accidents?

Why do the greatest number of accidents occur at 10 a. m. and 3 p. m. each day?

Having the proper answers to these questions, it may be comparatively easy to prescribe an antidote that will do away with accidents and the death, suffering and financial losses they cause. Answers received from any source will be welcome.

Comprehensive studies made by the Illinois Bell Telephone Company and by the American Telephone & Telegraph Company prove that the one-year men and those who have been in the service longer than five years do have the greatest number of accidents.

Having these facts, comments were requested from division heads in the plant department and from members of the accident prevention committee of the plant employees association.

An Illinois division man states that in his judgment, very few new employees have had any training along the line of accident prevention, and therefore, in their first year with the company, do not give much thought to it. This is a cause, however, which he says is overcome by education.

A man in the Suburban division charges the high frequency of accidents to first-year men to the fact they are sometimes temporary employees, such as unskilled laborers and groundmen, commonly known as "floaters," who are used following storms or other emergencies.

One division superintendent states that, in his judgment, the so-called "take a chance" period—viz., the period of service of five years or more, during which the employees, having become familiar with their work, are more or less thoughtless or careless —can be greatly lessened by continued instruction on the part of the men's immediate superiors, particularly the last rank of foreman, to such an extent that they will daily recognize the fact that accident prevention is just as definitely a part of their jobs as is the other work which they are doing.

One of the officials, who has been in close touch with accident prevention work for a great many years, states that the chart merely bears out what has practically been the experience with this and a great many other large companies, in that the greatest number of accidents occurred with the new employee, and that the so-called "take a chance" period is due largely to the fact that the men have become so experienced that they do their work in a more or less mechanical manner, feeling that inasmuch as they had done the same job in the same manner before, there was no possibility of their being injured. In other words, this comes under the category of "familiarity breeds contempt."

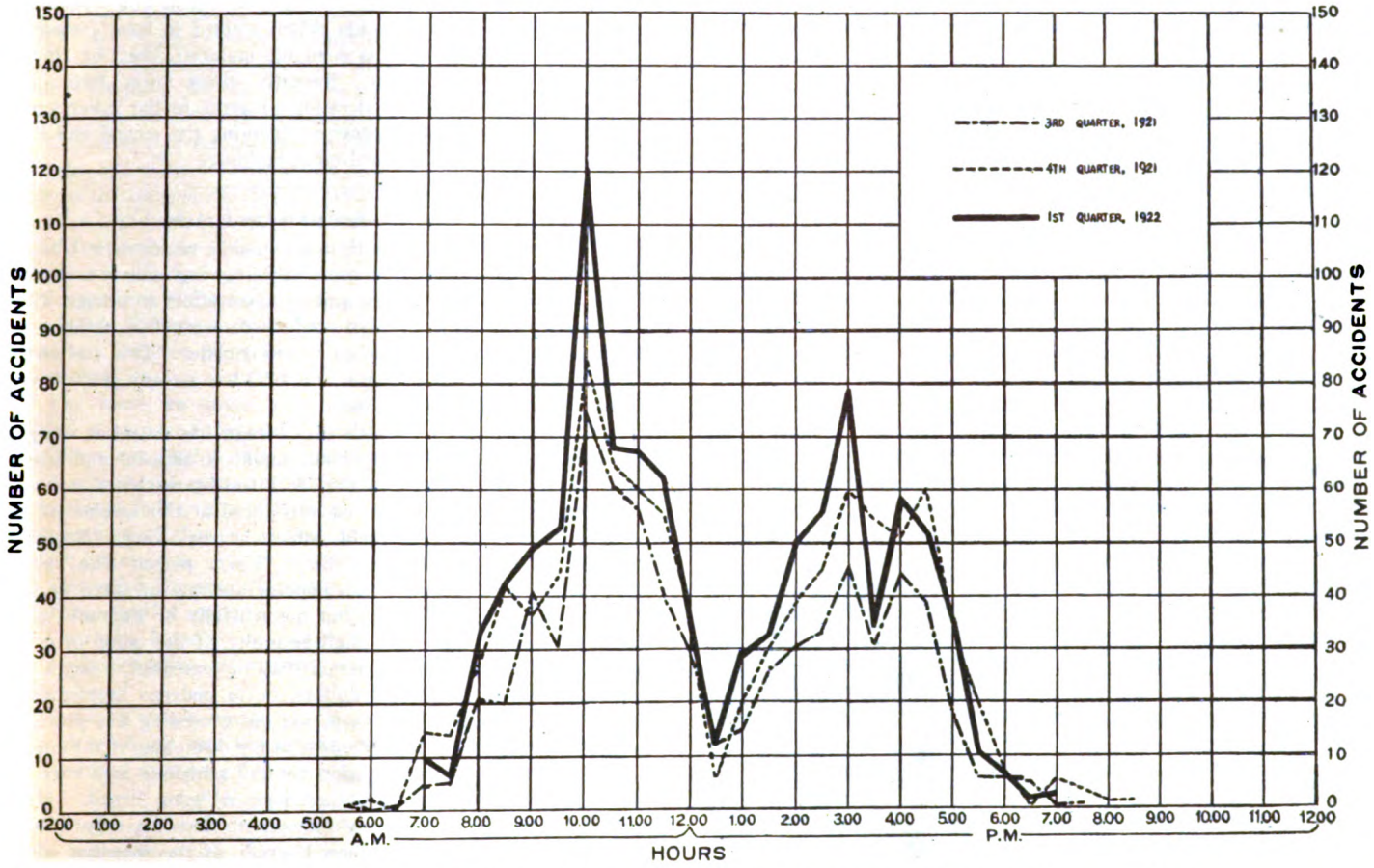
The same official cites the fact that prior to the days of safety or accident prevention work, it almost invariably happened that the older employees were the ones who were most seriously injured or killed by contact with high tension currents. This, of course, was prior to the days of the present standardized combination pole lines; but in those days, when such accidents occurred,

Digitized by Google

MAJOR ACCIDENTS TO MALE PLANT EMPLOYEES

BELL SYSTEM

SHOWING HOURS OF OCCURRENCE



the common expression among employees was, that the man had become careless because of his long experience in the work and his belief that he could not be injured.

The suggestion has been made that accidents to the younger men in the service occur because of the natural dare-deviltry of the young American.

The third question is a hard "nut to crack." Some believed that the number of accidents increased at the hours of 10 a. m. and 3 p. m. because the men became tired at those hours; that the fire built up from their breakfast and their noon-day lunch began to die out, and they became fatigued.

Several Chicago maintenance men stated that the cause of the greater number of accidents at ten and three o'clock can be accounted for in the fact that a man is at his "peak" at those hours and is working faster. On this point, a representative of the department of buildings, supplies and motor equipment agrees.

After all, there is a tremendous lot left for all of us to learn about accident prevention, not only to help ourselves but the other fellow, and this is a problem which everyone should study carefully.

Utilities Raise Standards of Living

"OUTSIDE of preventive medicine it is difficult to name any other agency with a greater part in raising the standards of living than the services rendered by the public utilities," Jay G. Mitchell, secretary of the Illinois Telephone Association, said in addressing students at the University of Illinois at Urbana recently.

"The telephone has annihilated distances, has eliminated time from many social and business activities, has lengthened human life, has prevented disaster, has practically eliminated the isolation of the permanently afflicted, and has in numberless ways contributed to the present high standard of existence. Who can estimate the amount of time that is saved each day by telephone service?

"The public utility services bring the messages from distant points to office or home without any personal intrusion; bring safe, clean and efficient light over a small wire; bring safe, clean and convenient heat through a pipe; carry you to and from your place of business and home rapidly, safely and cheaply, or supply power for the operation of the factory in any location that may be found most convenient regardless of the proximity to the necessary amount of fuel and water. The public utilities are builders in the true sense of the word."

"Packingtown"

(Continued from page 27.)

ried on in the most humane and painless manner possible. It may be assuring to those who chance to enter the yards by way of the old main gate on Halsted street to note on the left of the entrance the offices of the Illinois Humane Society, whose business it is to encourage and assist in the humane treatment of dumb animals.

Finally, we want to emphasize the fact that the telephone business, especially the long distance service, has been one of the greatest consolidating factors in the packing world, and that its importance is steadily growing. The fact that the president of a great company may sit in his Chicago office and talk as freely and easily with the manager of one of the branch houses in New York or Omaha or with both at a time if necessary quite as easily as if they were in the same room, makes distance zero, and time a negligible factor. The telephone is one of the corner stones of Packingtown.

Digitized by Google

PEOPLE WHO HELP MAKE THE BELL TELEPHONE NEWS

"A correspondent is without honor save in his own department" is the way a well known proverb might run if spoken about BELL TELEPHONE NEWS *correspondents and regular contributors.* THE BELL TELEPHONE NEWS *is the employees' paper, it tells the news of employees' activities and these stories are gathered by our fellow employees, correspondents who are little known outside of their own department, at least as such. The editors of a magazine of this kind may be compared to millers. Wheat is brought to us and we grind it into flour. Not only do contributors furnish news items and pictures but numerous suggestions as to news stories and pictures and many other things. News stories are seldom if ever signed and it is to give credit to these contributors that a series of articles, "People Who Help Make the* BELL TELEPHONE NEWS," *of which the following is the third, is being published.*

"SOMETHING about my work as correspondent for the BELL TELEPHONE NEWS?" said Miss M. Adeline Fitzpatrick, Rockford district correspondent, in answer to a recent letter. "You know, Mr. Editor, sometimes when necessary information or details are lacking to complete an article or story with which one is struggling, a stretch of imagination does wonders and therefore has supplied many needed inspirations. However, even my imagination has deserted me and I am very loathe to believe "There is no such word as 'cant'," but just now it seems to occupy a most prominent and vivid place in my vocabulary.



MISS M. ADELINE FITZPATRICK

"Well, at any rate, this 'appointment,' if you will, was 'wished' on me quite several years ago by F. L. Eby, then manager of the Rockford district, why I don't know unless that I being a member of the commercial department, was nearest in line of vision. Since that time, Rockford commercial territory has been extended so that it now includes seven exchanges and over three score connecting companies with the district commercial office at Rockford. Necessarily the gathering of material for the BELL TELEPHONE NEWS has taken on more the aspect of a real job. However, this work has always been and is a source of enjoyment and real pleasure to me as well as extremely interesting."

How well the "real job" has been handled by Miss Fitzpatrick, the BELL TELEPHONE NEWS readers in Rockford and other places can testify. Miss Fitzpatrick was the author of "Rockford, The Forest City," a story of the telephone and telephone people in Rockford. Besides this, she has contributed numerous stories and news items for both the BELL TELEPHONE NEWS and the WEEKLY SUPPLEMENT, which are always looked forward to with great interest by the people in her district.

Miss Fitzpatrick started with the telephone company in Rockford some years ago as a stenographer in the old office on West State street. A few month before the cut-over to the present building she was assigned to the position of bookkeeper, the lease record for subscriber accounts being in use at that time. Upon the adoption of the centralized accounting system, she again took up the stenographic part of the work. At the present time she is handling correspondence, stenographic work, filing, etc., for the Rockford exchange and Rockford district under James H. Corcoran, commercial manager.

In her search for news, Miss Fitzpatrick generally makes a trip through the building either personally or by telephone, to get any material that might have been missed during the week or to obtain details of a conversation which seemed to have a scent of news in it. The departments send the material direct or furnish items in answer to queries. Recently three girls have been appointed by the Traffic Federation to assist in the collection of traffic news and to act as reporters, covering the second and third floors of the Rockford general office building.

Auto Accidents on Up Grade

INCREASING death tolls from automobile accidents in Chicago are being recognized as a constantly growing menace and state, city and county forces are uniting in an effort to prevent their occurrence. During the year 1922 there were 248 children of school age and 488 adults killed by automobiles. This was at the rate of 61 persons each month, and 1923 has already started with a long list of fatalities reported.

The department of health of Chicago has issued a warning showing that during 1922 typhoid, smallpox, measles and scarlet fever killed only 298 against the 736 killed by machines.

One of the first bills to be introduced at this session of the state legislature at Springfield defines a new crime, "Negligent homicide." The bill provides that: "Every person who by the operation of any vehicles at an immoderate rate of speed or in a careless or negligent manner, but not willfully or wantonly, shall cause the death of another, shall be guilty of the crime of negligent homicide and upon conviction shall be sentenced to pay a fine not exceeding one thousand dollars, or to undergo imprisonment in the state penitentiary for a period not exceeding five years, or by both such fine and imprisonment in the discretion of the court."

More and more the agitation for jail sentences as a cure for reckless speeders who kill pedestrians is being urged. Many municipal judges have openly announced that the only cure is the jail sentence. Judge Francis Borrelli, of the speeders' court, Chicago, recommended a drastic law providing a jail sentence for violators. One judge has said that the sidewalk belongs to the pedestrian and the street to the automobilist, but that the crossings belong to both.

All telephone employees who own or operate motor vehicles of any kind should be particularly careful at all times. They should realize the danger, and they should avoid it.

"Thou shalt not kill—why cripple?" is a slogan that is being placed on the windshields of all company automobiles by the bureau of safety during March. This slogan should be read, remembered and its teachings followed.



JUST A REMINDER OF WHAT HAPPENED TO ONE OF OUR AUTOMOBILES

Digitized by Google

CO-OPERATION

Address by A. R. Bone, General Commercial Superintendent, Illinois Bell Telephone Company, Before the Supervisory Council, Plant Employees Association in Chicago, February 13, 1923

WHEN Mr. James invited me to speak before the members of the Supervisory Council of the Plant Department Employees' Association I felt that it would be almost impossible for me to find the time, owing to the press of business in my own department, to prepare myself properly to do so by February 13, and at first felt inclined to have him excuse me or advance the date, but when I remembered on how many occasions I had received the benefits of your coöperation in respect to personal or company activities, I decided that it was my obligation to accept the invitation in the spirit in which it was extended and do the thing I was asked to do at the time it was desired.

I appreciate the honor of being asked to meet with you. We have many problems in this business of ours which would be impossible of solution if we didn't have the best kind of team work and coöperation.

The more we know of one another's problems the better enabled we are to coöperate.

When one begins talking about coöperation he opens up a broad subject. It seems to me that coöperation plays a more important part in our activities than almost any other quality, and it is because of that belief that I have taken the word as the subject for my talk.

The word "operation" comes from the Latin word "opera," signifying needful work.

Operation is more than action, it is action for a specific end. Co, prefix signifies *in general with, together, in conjunction, jointly.*

Work is simple exertion. Operation is a combined exertion as work of hands and brain at the same time and *coöperation* is the combined exertion of many.

Our Organization Described

In our organization there are three general departments, plant, traffic and commercial. In addition to these three there are also the engineering, accounting, legal, financial and executive departments, but broadly speaking the plant, traffic and commercial departments are considered as being in direct charge of the routine business. These three departments performing three different functions—the plant department to build the plant and keep it in repair; the traffic department to take that plant and render service to the public, and the commercial department to represent the company in its relations with the public. Each of these departments must perform its functions properly and coöperate perfectly to bring about good telephone service. Employees in each department must realize how much a part of the business each one is; that the business is really their business.

A few years ago we heard many arguments as to who won the war. The victory was not due to the activities of any one nation but to the coöperation and team work of all the Allies, and credit is due to each participating nation and each individual for doing the best possible in any way and in every way to bring about the result.

Kipling has well expressed a beautiful bit of sentiment in the following lines:

It ain't the guns nor armament,
  Nor funds that they can pay,
But the close coöperation
  That makes them win the day.
It ain't the individual,
  Nor the army as a whole,
But the everlasting teamwork
  Of every bloomin' soul.

In years gone by I have heard debates and perhaps participated in some of them in which the proposition was discussed as to which department of the company was of the most importance. I now believe speculation along these lines is rarely indulged in. The consensus of opinion now seems to be that there is no department that is more important than another; that each one has its function to perform and that if it doesn't do it the other departments will likewise fail.

Every employee should certainly have a leaning for the department in which he works and feel that he is especially qualified to do the particular kind of work in which he is engaged; take pride in the fact that he is an employee of the department he is in, but above everything else we should all take pride in the fact that we are employees of the company; of the great Bell System, and that we are engaged in doing our utmost in every way, not only in connection with our routine duties, but in the broader way of doing anything we know how to do that will advance the interests of the company; in helping it to render better service to its customers; in gettting the good will of the public and keeping it after it has been gotten; in bringing about that desirable aim of one system, one policy, and universal service.

If a man has ability, reliability, endurance and action in equal proportion he is said to be an all around man—a square man, but if he is lacking in any one of the qualities the size of his square is reduced.

Suggestions Are Welcome

If we can do useful things in the way of making suggestions to representatives of other departments or in giving advice or assistance and do not do so we are limiting our ability and reducing the size of our square.

Team work is nothing more than whole-hearted coöperation between every employee in the company to better satisfy *every patron.*

It not only labels our organization with the best trademark that can be devised, but we ourselves acquire more magnetic personalities, more highly developed minds, and, best of all, better dispositions. All of this must come from our personal pride in a job well done and in the knowledge that we are a part of a "going concern" whose trademark is COURTESY and PERSONAL SERVICE.

No matter how great one's ability may be, if he doesn't use it it is worthless. Nothing can be left out of a complete whole. If the keystone is removed the entire structure falls.

Good qualities and bad ones do not mix any better than oil and water. That wonderful book our mothers liked to have us read shows how the omission of one quality affects the general status.

"Though I speak with the tongues of men and angels, and have not charity, I become as sounding brass or a tinkling cymbal.

"And though I have the gift of prophecy and understand all mysteries, and all knowledge; and though I have all faith, so that I could remove mountains, and have not charity, I am nothing."

Thus it is with us in our business; if we do less than we can of the right kind of things, or leave undone something we should have done, we are to be compared with the man who was as nothing without charity.

Even a little thing like making a promise we cannot keep in respect to an installation of a telephone may give the worst kind of a reaction to future influence of our company with the subscriber who was disappointed.

The commercial department has a high regard for the plant department and every day and every hour has many illustrations of the coöperative spirit of its personnel.

Important Work of Plant Men

The more than 300 repairmen in Chicago are constantly doing things outside what might be classed as their regular line of work in making friends for the company; in doing things that make

Digitized by Google

for better public relations. The installers are likewise always on the alert to do things that might, strictly speaking, be considered as work of the employees of the commercial department.

The work of these two groups is very much appreciated—we want their help and we are ready to give them ours. The testmen in Chicago who talk to 6,000 people a day are also doing good commercial work as well as good plant work. As a matter of fact there are a lot of things the employees of the plant department are doing along commercial lines and I am sorry the employees of the commercial department are not able to reciprocate more fully and help you more with your plant problems. If you can call upon us more, please do so—we wish to help in every way we can.

The pink ticket plan exemplifies what can be accomplished. During the year 1922 we handled 17,079 pink ticket cases in the city of Chicago alone, or an average of 1,423 per month.

Success of Pink Ticket Plan

The pink ticket plan, as you all know, is one whereby employees report cases of dissatisfaction, complaints, etc., which they overhear or which their friends refer to them. In most cases these are complaints which under ordinary circumstances would not come to the attention of the company and would remain smoldering grievances.

The successful handling of over 17,000 of those cases, in Chicago during the year 1922, means that by this plan we have turned approximately that number of dissatisfied customers into boosters. Any plan which will do this is well worth the attention and consideration of all the employees of our company.

The method of handling complaints has been one of the most important, if not the most important, factor in molding the public's opinion of public utilities. The relations between the utility and the public are amicable or inimical, depending to a large extent on the utility's success in satisfactorily handling complaints and the controversies arising through complaints.

If the utility is willing to give each complaint a just investigation and impress the subscriber with its sincerity of purpose, the complainant is well satisfied, feels an appreciation of the utility's willingness to serve properly, and to him the organization assumes human characteristics.

A satisfied customer is a good advertiser. A dissatisfied one, on the other hand, may cause more trouble and grief than a whole community of indifferent customers. If his grievance is not adjusted to his satisfaction, he is a cumulative liability. If his complaint is handled to his satisfaction, he becomes a traveling asset and develops into a more effective booster for the company than if he had never had occasion to complain.

Public Knows No Departments

The public cannot discriminate between the work of different departments; we stand or fall together and a mistake made by any department reacts upon all.

We are public servants; we work for the best company in the business—the record that is behind us should inspire us to fuller and better service for the future. It is squarely up to every one of us. Let no one say that we are indifferent or careless; rather let us give our subscribers the very best that is in us.

During last month we of the commercial department had a fine opportunity to see and feel the splendid coöperative efforts of a group of efficient plant employees. We were changing our plan of organization in the Chicago division to what is known as the unit plan and in order that the business of the general public and our subscribers should not be interrupted or interfered with, it was necessary to make the extensive changes in telephone equipment and arrangement of desks after business hours. This change was a very comprehensive one, involving the installation of a twelve-position switchboard, interior cables and large additions of facilities, as well as the removal of equipment that had been in use but which could not be continued in connection with the new system.

You can appreciate the magnitude of the undertaking when I tell you that it was necessary to rearrange every desk in the office which, of course, involved an entire reinstallation of telephone equipment. In addition there were numerous changes of location of existing equipment required so that the commercial division could function efficiently during its transition to the new system.

Installers Complimented

In order to avoid any interruption of business one district was cut over at a time which necessitated the installers working after business hours. I want to take this opportunity to express my sincere appreciation for the very efficient manner in which the installation work was planned and carried out by Art Bates and his able corps of installers. He and his people were on the job night and day and on several occasions they worked without relief from Saturday noon until Monday morning so that everything would be in readiness for the opening of the week's business, under the new plan.

It was a hard grind but the indomitable spirit of coöperation spurred them on. If any faltered, Mr. Bates was on the job and with a few cheery words of encouragement or "Better walk around the block and get a cup of coffee Bill" always saved the situation. It has never been my pleasure to see a group of men who more keenly felt their sense of responsibility in putting over a job. Even after hours of continued arduous work, with tired nature calling for rest, they would stretch out on a hard desk for an hour's sleep so as to be on the job the next morning to care for any equipment trouble which might show up. That's coöperation spelled in capital letters, the personification of the Blue Bell spirit which has made our company second to none in the world.

The satisfaction of a job well done is theirs and I know it will be a source of gratification for them to know they played such an important part in one of the largest and one of the best handled reorganization changes that was ever accomplished by any Bell company. Although this is a meeting of representatives of the plant department, I want to say a brief word in praise of the traffic employees who so ably contributed to the successful culmination of our plans. Under what is termed unit organization all calls from the public and departments of our company for the Chicago commercial division are handled by the OFF icial 9100 commercial division twelve-position switchboard, previously referred to.

Coincident with the cutting over of the first district it was necessary to direct all incoming calls to that switchboard so they could be routed by the operators to their proper destination.

Although I'll confess I had some misgivings as to the outcome of this phase of the work due to the radical change involved and the large volume of traffic, the operators who had been drilled for weeks under the capable supervision of Miss Sullivan, chief operator, came through splendidly. Just another instance of coöperation and another example of the manner in which our employees always rise to meet any situation. I think it will be of helpful interest to you all for me briefly to outline unit organization and its method of functioning.

Commercial Unit Organization Outlined

Prior to January 1, 1923, the Chicago commercial division, which handles approximately 450,000 subscribers' accounts, was divided into five sections, each one handling certain phases of commercial work and known as contract, credit, collection, cashier and commercial agents' sections. Under this form of organization, commercial employees were highly trained in their particular duties, but had only a limited knowledge of the activities handled in the other sections. After disposing of one transaction with a patron involving an inquiry, complaint, adjustment, collection, application for new service or changes in existing service, criticisms of service, delay in installation, etc., it was frequently necessary to refer him to one or more of the other sections before all

Digitized by Google

the matters he desired to take up with us could be finally disposed of. A further objection to the former plan of organization was the inability on the part of the employees to do many of the things in connection with the promotion of the best sort of public relations that would be possible, if means were provided whereby more intimate and closer contact between individual employees and our customers could be brought about.

It was, therefore, decided to reorganize the Chicago commercial division to what is known as the unit organization. Under this plan the city is divided into five districts, each being in charge of a district commercial manager reporting to the division commercial superintendent. These five districts are in turn divided into twenty-one local areas, each embracing one or more central offices in charge of a commercial manager reporting to a district commercial manager.

Vast Extent of Commercial Business

The volume of business handled between our two departments is surprisingly large when one looks back over the accomplishments of a year. During the year 1922 the Chicago division of the commercial department transmitted to the maintenance department 110,000 orders for new telephone service; about 80,000 orders moving service from one address to another and about 65,000 orders covering various changes in the same premises. These orders represented slightly more than a quarter of a million separate and distinct transactions with the public, each one of which afforded an opportunity to create a definitely good impression in the mind of the subscriber giving the order.

It has been the aim of the commercial department to handle these myriad transactions in such a manner as to insure keeping all of the friends the company had, reversing the opinion of those who regarded the company unfavorably and making friends of those inclined to consider the company disinterestedly. Each one of these orders later involved some contact between the plant department representatives and the subscriber, so that you have actually had more than 250,000 opportunities during 1922 to back up the efforts of the commercial department towards favorable public relations and you and your people have done so to the fullest extent. Subsequent to this contact with these subscribers the traffic department commenced a daily contact which also is necessarily considered by the subscribers in the formation of their opinion of the company as a whole.

Distribution of A. T. & T. Stock

In conclusion I wish to speak very briefly about one of our new activities of 1922. On July 15 a campaign was started to effect a wide distribution of American Telephone and Telegraph Company stock, so that a larger representation of shareholders might be had in this state. Seventy per cent of this stock had been held in the Eastern States and it was thought desirable by the Bell Telephone Securities Company that Bell subscribers everywhere should be encouraged to invest in this high class stock so that they might enjoy the benefits of being partners. The A. T. & T. Company had no stock for sale but the stock is largely traded in on the New York, Boston and Chicago stock exchanges, thereby making it easy for any one at any time either to buy or sell the stock, depending on whether he has some he wishes to sell or has a desire to become possessed of some. The sole object of the campaign was for a redistribution of the stock so that a larger number of telephone subscribers throughout the entire country might be represented.

A stockholder through the annual reports and other literature sent out by the A. T. & T. Company learns a great deal about the operation, management, financial standing, development, policies and ideals of the Bell System. The knowledge thus gained makes his partnership mutually beneficial. He is in a position to set right the misconceived ideas of anyone with whom he comes in contact who may have gotten wrong impressions from misinformation. Wouldn't it be fine if everyone of our subscribers were a stockholder?

Our company was asked to effect a redistribution of 12,000 shares. Our campaign during the five and one-half months' period resulted in the distribution of 22,000 shares to 1,891 purchasers, the average being eleven shares per purchaser. These new stockholders represent 153 lines of occupation or endeavor. In achieving this fine result the commercial department wishes to express its appreciation and thanks for the cooperation of the employees of the plant department, who helped to make it possible for us nearly to double our quota. During the year 1923 we have been asked to redistribute 30,000 shares to 5,000 new stockholders. The quota accepted by the plant department for the company as a whole is 1,800 new stockholders for one share or more. The machinery has been set up to make of this an easy task. Each employee interested in assisting will be provided with application blanks in card form and receipts to give to purchasers. The stock may be purchased by payment in full at time of application or on partial payments of $10 or more per share at the time application is signed and $10 or more per month on each share until paid for. Six per cent interest is credited to the purchaser on all money paid until the stock is fully paid for and a brokerage fee of only fifteen cents a share is to be charged.

The price at which stock will be sold will be the price at which the last sale was made on the preceding business day on the New York stock exchange.

Under this new plan all of the employees of the company, who are so disposed, will have the opportunity to participate in this fine endeavor and give their relatives, friends, acquaintances, business associates and subscribers with whom they come in contact a chance to invest their savings safely in the stock of a company of the highest financial standing; a company that has paid dividends continuously for more than forty years at never less than seven per cent—now paying at the rate of nine per cent and at the same time help bring about that desirable end of having more of our subscribers associated with us as partners in the business.

Nineteen Thousand Pink Tickets in 1922

GOOD results from our new little friend, the pink ticket, may be seen in the fact that 19,616 were originated during 1922, according to the records of the general supervisor of public relations. This was an average for the entire company of 1,634 a month.

The plan was in operation in Chicago throughout the entire year, in the Suburban division eleven months and in the Illinois division ten months. In those periods Chicago had 17,079 pink tickets, Suburban 585 and Illinois 1,952.

It took on an average only four days to clear cases reported by pink tickets in the Illinois division. In Chicago the average was eight days, and in the Suburban division it was ten days.

Keep to the Right

"KEEP to the right is the slogan of all safe and sensible drivers in the United States," says *The Taxigram*. The article then goes on to state: "Yet it is surprising how many drivers habitually travel in the center of the street or on the wrong side. Many of our own drivers are 'center-streeters.'

"Driving on the wrong side of the street causes more than half of the head-on collisions. You have no business past the center line of the street even to pass another car.

"Every safety island has a sign 'Keep to the right.'

"The law is very clear when it says: 'You shall keep as near the right hand curb as is practicable with safety.'

"In fact the only time you are entitled to get near the center of the street is to pass another vehicle going in the same direction, or to make a left hand turn.

"There ought to be a curb in the middle of the street to prevent drivers from getting on the wrong side."

Digitized by Google

HERE AND THERE IN ILLINOIS WITH THE CAMERA



(At left) Robert T. Halladay, traffic department, division No. 2, and Miss Ruby Burge were recently married. This is how Mr. Halladay's desk loaded with gifts and advice looked when he returned to it.



(Above) Peter J. Mills, publicity department, a sand dunes fiend, while down at the Indiana playgrounds near Mineral Springs last fall.



James Turner of the accounting department; Rosemary, his daughter, and "Dolly"—"three generations."



Miss Jeannette Alfeld, P. B. X. instructor, division No. 2 (second from left), her father (at the extreme left) and a party in San Diego, California. The party traveled to the Pacific coast by auto, camping out on the way near many interesting places such as orange, grapefruit and tangerine groves, also at Chandler, Arizona, near an ostrich farm.



Jim Cleary, company photographer, lover of outdoor life, at Pete Mills' sand dunes "bungalow."



J. M. Easley, who has the distinction of being mayor of Rochester, Ill., telephone repairman and president of the Springfield Local, Plant Employees' Association.



Albert B. Arey, repairman, Cairo, returning from a motorcycle trip through Indiana, Illinois, Wisconsin and Iowa.



Captains of the girls' bowling teams, who "cleaned up" in the recent bowling tournament of the Chicago Women's Bowling Association. Telephone teams won the championship: Second place, fifth place and ninth to fifteenth places, out of a field of eighteen.

Top row, left to right—Miss Laura Voss, Miss Blanche Valles, Miss Minnie Kouseer, Miss Pearl Limber and Mrs. Selma Stroh.

Bottom row, left to right—Miss Cecile Proteau, Miss Margaret O'Meara, Miss Marion Leighton, Miss Ethel Greene and Miss Hazel Droxler.

Digitized by Google



WHAT THEY SAY ABOUT US



Here Are Some Letters Received by the Company

WHEN E. Steen, a Chicago tailor, had difficulty in getting a taxicab at his home in Wilmette in a hurry, a telephone operator suggested a way of getting one. In expressing his appreciation Mr. Steen wrote as follows:

> About three o'clock in the morning of December 25, I called Wilmette 9, a taxicab office, but received no response, whereupon, the operator on duty suggested that I call the elevated station, giving me the proper number, and thereby helped me to secure a taxicab within a few moments.
>
> As it was a case of illness and necessary to get the patient to the hospital at once, this courteous and thoughtful action on the part of the operator entitles her to credit and commendation. It's things like this that makes a subscriber feel very kindly toward the company.

Miss Anna Mueller of the Wilmette office is the operator who handled this call.

W. A. Hughes, sporting editor of the *Danville Morning Press,* has written to Miss Margaret Dalls, chief operator of the Vermilion County Telephone Company, Danville, expressing his appreciation for the service he receives while gathering news over the telephone. In his letter Mr. Hughes states:

> I wish to thank you and your operators, especially those girls who work on the long distance boards on the second and third tricks, also all of the local operators, for their excellent coöperation in handling the many telephone calls which I am forced to make in my line of business every evening, and especially on Friday evenings when the girls are forced to do much in locating parties from whom reports of basketball games may be obtained.
>
> I am taking this method of thanking the young ladies and sincerely trust that the fine service may continue.

B. A. Rooney expresses his thanks for the service of Lloyd S. McDaniels, senior testman at Irving office, in the following letter:

> I wish to congratulate you on having such an efficient man as Mr. McDaniels in the Spaulding avenue and Belle Plaine avenue exchange. Thirty minutes after calling the exchange telling him that I was ready for wire connection, I got it. That is real service.

Mrs. Charles Pollak, a Lakeview subscriber, commends the service she has received from Miss Rose Benninger, supervisor at that office, as follows:

> Your Miss R. Benninger, manager of the Lakeview service, deserves mention for special courtesy and effort every time I have asked for her service.

Peter Quinn sends his thanks to Miss Martha Settle, a Kedzie operator, as follows:

> I appreciate your service and attention to help me get a number when I was in a hurry.

William O'Rourke, general sales agent for the Merchants Coal and Coke Company of Chicago, has written to H. Johnson, commercial manager at the Rock Island exchange, commending the telephone service in Rock Island.

> The writer wishes to write you to thank you for the service rendered him while in Rock Island. I placed some 250 calls to different coal dealers and steam plants while in Rock Island these last few days, and I want to state that the service rendered me was the most satisfactory I have ever obtained in any city which I have visited in the last twelve years. Your operators seem to be very pleasant and accommodating and I did not have any trouble with any one call.
>
> For your information I wish to state that I travel all large cities in Iowa and Illinois, representing several large coal mines in southern Illinois, and have made it a practice of using the long distance service to surrounding cities from the towns I visit. My telephone bills are very large for I manage to talk to as many as 150 calls per day, long distance, from eight o'clock in the morning until eight o'clock at night. I believe that I have been the first salesman to use the telephone in selling his commodity. When I am in Chicago, our telephone bill amounts to $2,000 per month. This you can verify from the Chicago telephone company, as practically every operating employee is acquainted with my name.
>
> Appreciating this high class service, I am writing you this note.

From Miss Verona Keegan, a supervisor in Franklin office, who with her sister, Mildred, has lived for three years at Fairfax Hall, Chicago, comes the following letter. Miss Mildred Keegan is a ticket clerk in Toll office, Chicago, and has been on sick leave for about a year:

> The Misses Mildred and Verona Keegan, wish to express their feeling of gratitude for the pleasant times spent while living at Fairfax during the past three years. A special word of praise is due Miss O'Brien and Miss Frawley for their untiring energy and kindliness for the welfare of the girls. Also a word of commendation for the matrons and the girls living at the hall for their many little acts of kindness, particularly during the illness of Mildred.
>
> Happy indeed were the days at Fairfax where good fellowship always prevails and sincere are the regrets for leaving there, occasioned by Mildred's illness.
>
> Good luck and good cheer to Fairfax.

William Wise, a *Tribune* police reporter, in writing to the Oakland chief operator, says:

> Your attention is called to the efficient service given us by operator No. 4964, it certainly can't be beat.

Operator No. 4964 is Miss Anna Coleman, a night operator, who has been in the service of the company since June, 1913.

Following a fire call from AUS tin 5121, the subscriber, Mrs. James Plarenos, wrote to the night chief operator at Austin office as follows:

> I want to thank the operator that had the fire call from AUS tin 5121, for the prompt service Friday, February 2, 11 p. m.

The letter given below is from Mrs. Herman Domke, who was assisted by Miss Dahlin, supervisor at Hyde Park, in getting a physician. On January 11, Mrs. Domke requested Miss Dahlin, to endeavor to reach her family physician, Dr. Dixon, at the Washington Park hospital, as her husband was very ill. Miss Dahlin called the hospital and learned that Dr. Dixon had just left. She then called his residence, HYD e park 1398, but did not receive any response. Miss Dahlin explained the matter fully to Mrs. Domke, who asked that some other physician be sent immediately. Miss Dahlin succeeded in getting a Dr. Slater who volunteered to give medical aid to Mr. Domke. Miss Dahlin then made another attempt to raise HYD e park 1398, and Dr. Dixon answered. Mrs. Domke states:

> Only a few lines to show my gratitude and sincere appreciation for the great favor you and the telephone company extended to me on January 11th by procuring the assistance of a doctor when my dear husband passed away. You certainly acted promptly; the doctor came just before he passed away. So in hopes that I may some day meet you, for words seem inadequate to tell you how you have relieved me by calling the doctor again. Thanking you sincerely, and wishing you great success."

One night in January, Robert Blumenfeld, the president of the National Union Detective Agency of Chicago, made an important call after 10 p. m. A day later he wrote to the company expressing his thanks and said in part:

> I wish to compliment you on your efficient service and courtesy, especially that shown by operator No. 2895.

The operator referred to is Mrs. Lillian Linklater, a Franklin night operator.

Digitized by Google

TELEPHONE TRAIL BLAZERS WITH MARCH SERVICE RECORDS

Frank P. Wibly

March, 1887—36 Years

MR. WIBLY, FRANK P., joined the telephone family as night telephone operator at the Home exchange, Chillicothe, Ohio, thirty-six years ago, when the city had about 200 lines.



FRANK P. WIBLY

This was before the days of electric lights and all night cabarettes, when honest men were expected to be in bed by half-past ten, and consequently the night operator had very little to do but sleep, after midnight.

It was Frank's duty to report for work at six o'clock in the evening, and answer calls until the last citizen retired. At eleven he pulled out the little canvas cot and a couple of blankets out of the closet, and setting the night alarm switch, "turned in" with a secret prayer that no one would need a doctor or that there would be no fire to disturb his slumber. He slept until half-past five (sometimes), then jumped up to do the janitor work and fill the oil lamps, which kept him busy until seven a. m.

Then he went home to breakfast, or supper—whatever it might be called (both the same to him), and came back at eight o'clock, took a pair of spurs and was repairman from eight to five. That's all night operators had to do—that, and nothing more.

Frank held this job for about ten months, and was then made manager, serving as such in various parts of Ohio, under our well-known M. J. Carney.

In 1891 he came to Chicago as a combination repairman and has filled all kinds of jobs and positions in the telephone business since that time. He was wire chief in the Chicago Yards office from 1900 to 1910, including the period of the cutover to the present office at Root and Union streets in 1901.

He has been division wire chief, supervisor of installers, chief dispatcher, and is now responding to the title of supervisor, and according to an unproven rule—the shorter the title, the longer the hours, and the more work.

—

Emil Plagowski

March, 1893—30 Years

We get most of our materials from or through the Western Electric Company.

Most of it is purchased on requisitions and designated by catalogue number, but in addition to materialistic material, the "Western" has furnished us with some human material which up to date has not been catalogued.



EMIL O. PLAGOWSKI

Emil Plagowski, telephonically speaking, is a Western Electric product, though certainly not machine made, even though the was developed in their plant where he started in March, 1893, in the cable department.

Three and one-half years of this kind of work and he took on the job of assembling telephone switchboard equipment, together with general work in that line such as other assembling and testing.

This work occupied his time and attention for about six years and then, when the Chicago Telephone Company needed a man with that kind of experience for increasing business, Mr. Plagowski was the fellow.

He came to us in 1899, being detailed to the engineering department, then in charge of J. G. Wray. In all the changes, departmental and interdepartmental, Emil has stuck to switchboard and equipment work, which may be the reason why he cannot be "stuck" with any of its problems today.

—

Lee Lundgren

March, 1896—27 Years

Lee Lundgren literally plugged into the telephone business at Elgin, Ill., where he began his service in the Bell System as a night operator for the Chicago Telephone Company.

After three years of this and other kinds of plugging, he said to himself, "I'm a big boy now," and aspiring to a better job (of course, money was no object—work was what he wanted), he came to Chicago as an installer, working at different times all over the suburban territory.



LEE LUNDGREN

"Them was the happy days," when an installer took two ring down wall sets, tied them together, back to back, with a heavy cord, picked up two glass jars with zincs, porus cups and sal ammoniac, then carelessly tossed a coil of wire on his shoulder, picked up the dainty packing of instruments and his tool box for the day's work—the worst of which was lugging the material around. This was before Henry Ford got into the delivery business.

Mr. Lundgren says that if those days were happy, he has partially forgotten about it, and that the memory of the hardships are as vivid as the recollection of pay days.

When the nickel telephones were introduced into Chicago, Lee was sent into the city as an installer. He then became a switchboard installer's helper, and soon graduated into the job of switchboard installer—without a helper.

It is now several years since he was detailed to the job of helping to install building cables and his familiarity with the actual work which he then acquired probably led to his being called into the engineering department to help in the systematic planning of that kind of work. This has occupied his attention for many years. He carries a title something like building cable engineer, but Lee says he watches pay day more carefully than he watches titles. Specifically his long suit is encouraging architects and contractors to put in the right conduit and equipment and enough of it, too.

—

Theodore Metzger

March, 1898—25 Years

Mr. Metzger, Theodore—we specify because there are two of them, brothers, and each began work with the company in March.

Theodore started as a messenger boy for the Western Union Telegraph Company, and then came over to the telephone company as a messenger boy in the switchboard department.

Western Union messenger boys carry messages, as the name would signify, but telephone messenger boys of that day carried instruments, wire and other materials. The telephone company was putting in lines so that messages could be spoken, not carried

Digitized by Google



THEODORE METZGER

—one might say getting the messenger boys out of their jobs.

Mr. Metzger has a very distinct recollection of the work he had to do in toting No. 7 desk sets, which old-timers may remember by number, but which may need explanation to the younger generation. They were about as big and nearly as heavy as a small size typewriter, and they were sent out to the city limits by wagon, in a "knock down" condition, and then carried by boy to the ultimate destination. Do you blame Mr. Metzger for remembering this part of pioneering in the telephone business?

Later he worked in the warehouse as material clerk, where installers came every morning for their daily load of instruments and material.

Mr. Metzger was also with the P. B. X. supply department in the old Forbes building, with W. J. Speer at Clinton street warehouse. Then he became an installation foreman.

For the last twelve years he has been engaged in private branch exchange work, principally distributing orders to the men in the field, and the job of P. B. X. dispatching, as it is now called, certainly keeps him and his telephone busy most of the time.

—

Thomas J. O'Connor

March, 1899—24 Years

Thomas J. O'Connor came into the telephone business twenty-four years ago as evening manager at Yards office. This was when the office was located in the exchange building in the "Yards" proper.

He remained connected with the Yards exchange for some time after it had been moved to the new quarters on Union avenue. Then Mr. O'Connor was transferred to Oakland office as evening manager.



T. J. O'CONNOR

We next find him as assistant manager in Douglass office and from there he went to Wentworth office as assistant manager, covering both Yards and Wentworth.

At present he holds the position of assistant manager of Hyde Park and Oakland exchanges.

If we had the time and space we would like to tell the full story of a telephone incident that occurred a few years since, and in which Mr. O'Connor respresented the company's interests. The subscriber himself told us the story, and he said in part:

"I had some trouble with my telephone service, what it was I now forget, but right or wrong, I was badly peeved and insisted on getting the 'manager himself.' It was Mr. O'Connor, and he listened patiently and then after asking a few questions, offered an explanation of the trouble. I did not want to take any explanations, I was simply wrought up and angry. I would have been satisfied to have Mr. O'Connor tell me to go to the dickens, but he was so polite that I finally asked him if he ever got mad, and he suavely replied, 'Oh, yes, I might about my personal affairs, but I'm representing the telephone company, and we do not get angry. We are here to give service.'"

The net result of the incident is that the subscriber is a telephone booster and is strong in his praise of Mr. O'Connor, who may have forgotten the case, while the subscriber never will.

—

Richard G. Lippert

March, 1900—23 Years

In April, 1896, J. C. Kenny, the company storekeeper at 187 Court place, Chicago, needed a man and picked R. G. Lippert for the job.



RICHARD LIPPERT

We do not like to say that there was not enough front line fighting in connection with his work, but nevertheless, Dick joined the Second Illinois Volunteer Infantry and went to Cuba in the Spanish war. There, as did many others, he slept in swamps, dodged yellow fever and Spanish bullets, so that finally after being mustered out of service he was able to come back to more peaceful labors with the telephone company.

On his return to work he went with the supply department at 124 Franklin street, under Mr. Drew.

We next hear of him as a collector of nickels, when the nickel boxes were first introduced in Chicago.

Mr. Lippert has been with several departments, but mostly in city construction work.

In the fall of 1913 he was called to supervise the installation of a "submarine conduit" or to be more explicit, a conduit across one of the forks of the south branch of the Chicago river at Thirty-eighth street.

This conduit is somewhat out of the ordinary, being formed of six four-inch iron pipes buried under the river.

Mr. Lippert is at present in the suburban division in the capacity of right-of-way agent. This line of work takes him all over the territory, but he manages to get home often enough to wheel the ashes out of the basement in the winter and mow the lawn in summer.

—

Hans N. Gantzel

March, 1902—21 Years

Honk! Honk! Who just drove into the trail blazer column? Why, that's Nick Gantzel, he has the license and the right to drive in. He has been on the road twenty-one years and is



H. N. GANTZEL

Digitized by Google

supervisor of motor equipment. Not that he was always this. When he came with the company bicycles had the right of way.

Mr. Gantzel came to work first as an installer's helper, and he carried supplies around the district so well that they gave him the job of installer. In those days the telephone installers had to furnish most of their own tools and Nick laughingly admits that he had to do some magic shifting to show tools enough to entitle him to the job, but enough said—he got by. How, is another matter.

Every time he had a chance he would pester the wire chief, who happened to be Ike Boylan at Harrison, for a chance to play with the test desk. This was before the days of schools of instruction, and fighting for a chance was the only way to learn the game.

After serving as a P. B. X. installer with W. J. Speer, and later as P. B. X. installer with John Driscoll, he came into the general superintendent's office with Mr. Larned and played second fiddle to J. B. McLaughlin, then chief clerk.

In this capacity he handled the complaints of subscribers that came to that office, and he remembers the job as one that kept him "stepping," not because there were many complaints, but he had to learn the answers to the questions. Mr. Gantzel then became chief clerk for L. C. Jones, the suburban plant superintendent, and parted company with him to go into Mr. Redmund's office in the capacity of chief clerk.

Now it does not show on the records, but we surmise that Nick hypnotized Mr. Redmund into giving him the job of supervisor of motor equipment, where he is supposed—at least vicariously—to keep the flivvers and motor equipment on "all fours," the tanks full of oil and gasoline, and handle complaints from our army of drivers.

If you can't start your wagon some of these cold mornings, call Nick—perhaps he will come over and crank it for you—perhaps not.

Motor Equipment Divison Win Safety Trophy

THE department of buildings, supplies and motor equipment has a new accident prevention trophy which is given each month to the division having had no lost time accidents during the preceding month. The trophy is a neat frame cabinet, and the division winning it for the month is entitled to insert its own slogan.



THEY'RE PROUD OF THEIR ACCIDENT PREVENTION RECORD
Charles Kucera, H. N. Gantzel and Charles Wiggins are the gents hanging on to the safety trophy.

None of the three divisions in that department had a lost time accident in January and it was difficult to award the trophy. But because the motor equipment division held the record of having no accidents of any kind, the trophy was given to it and is on display at the central division garage office, 1531 West Harrison street, Chicago.

H. N. Gantzel and his two assistants, Messrs. Wiggins and Kucera, representing the day and night forces, have decided that their division is going to hold the trophy every month. They said, "After the other divisions 'Watch us' for a couple of months, we will turn the 'W' upside down and challenge them—'Match us.'"

Writer Praises Long Distance Service

IT'S EASY to kick at the telephone girl. Poor "Central" is railed at a lot, often when the railer should rail at himself. Your friend will tell about how long he had to wait for a connection, especially for a long distance call. He doesn't stop to realize, or possibly he doesn't know that this is the only country in the world where it is possible to get quick connections. But speaking of connections, here's one: The writer recently put in a call from his Chicago office for Jackson, Michigan. He had the call and conversation completed within seven minutes of the time he put in his call. How about that? How many such cases of prompt and efficient service do we NOT hear about?—*Public Service Magazine.*

An Operator's Experience

By Doris Beacon, Elgin Office.

I was just a little country girl
Just barely sixteen years
And nervous when I asked for work.
Why, I was most in tears.

A stately woman answered
And showed me in the room.
I filled an application blank.
She said I'd start work soon.

They sent me to a training school;
Things were so strange to see,
I wondered how I'd ever learn
The work they taught to me.

I worked with all my heart and soul,
And soon to my surprise
I could almost find the numbers
Without using my eyes.

Well, then back home they sent me.
'Twas too good to be true,
They told me that my work was fine,
Encouraged me right through.

Then, just imagine, one fine day
They called me from the board
And made me supervisor.
More joy for me in store.

But still I'll climb the ladder
Of success; and, by the way,
If I keep climbing up and up
I may be "chief" some day.

Go you East or go you West,
Go o'er the earth and tell
The best place in this world to work
Is the dear old "Illinois Bell."

Digitized by Google

ANNUAL REPORT OF ILLINOIS BELL TELEPHONE COMPANY

Chicago, February 1, 1923.

To the Stockholders:

Alexander Graham Bell, inventor of the telephone, died on August 2, 1922. It is fitting that the death of this great man should be recorded as a preface to the annual report of the Illinois Bell Telephone Company, bearer of his honored name. The value of his contribution to human welfare cannot be overstated. His memory is enshrined in the hearts of the great army which is carrying forward the service made possible by his genius.

Your directors herewith submit the balance sheet and statement of operations for the year 1922.

The expenditure for new construction during 1922 was $17,190,694. The principal expenditures for new construction during the year were as follows:

Land and Buildings	$ 339,448
Switchboard and other equipment in telephone exchanges	5,689,228
Subscribers' Station Equipment	4,970,988
Exchange and Toll Lines	5,764,228

During 1922 the number of telephones connected was 169,049; the number disconnected was 123,662, leaving a net gain of 45,387. In Chicago, the net gain was 33, 199 telephones, included in the above.

The estimate for new construction for the year 1923 is $17,400,000, which will care for an estimated net gain of 44,000 telephones and the necessary additions to the plant.

Ten million dollars ($10,000,000) additional capital stock of the company authorized by the stockholders on March 15 has been sold to the stockholders at par.

The corporate surplus on December 31, 1922, amounted to $3,961,666.46. The accumulation of a surplus as a margin of safety insuring the continuity of the service to the public in case of an unprofitable period or emergency is universally recognized to be sound business policy. An adequate surplus is necessary to attract new capital at a favorable cost and to maintain our credit. In comparison with the value of the property the present surplus is small and should be augmented continually, keeping pace with the company's growth.

Had 4,500,000 Calls Daily

The volume of traffic has increased steadily and at the close of the year it had reached a daily average of 4,500,000 calls. In Chicago alone the average was in excess of 3,000,000 calls per day. The improvement in employment conditions gave some relief in the problem of obtaining capable operating employees. The quality of service has been maintained at the high standard reported for 1921.

During the month of August a new machine switching unit serving the city of Urbana was cut into service.

During the year a new building was finished and the installation of a machine switching unit of 4,350 lines was completed in the city of Peoria. This unit will be cut into service in February and has been installed to relieve the present Main office. In will serve a portion of the downtown section of Peoria and the residence section in the northeastern part of the city.

Satisfactory progress has been made during the year in the installation in the Franklin building, Chicago, of the machine switching equipment which will serve the "Central" and "State" areas. This equipment will be cut in service during the year 1923.

But little change has taken place during the past year in the matter of rates. An increase in rates was approved by the Illinois Commerce Commission, effective as of November 1, 1922, for the Galena exchange. In Chicago and the other exchanges where the rates have been in controversy, hearings have been held, but no orders have been entered by the commissions. In certain cases which were before the courts, decisions have been handed down by the Supreme Court of Illinois remanding these cases to the commission for further action.

Employees' Associations Helpful

The various Employees' Associations show still further constructive development in the increased number of joint meetings and the nature of the questions discussed, which are helpful to both employees and management. A plan has been developed by the associations so that each employee can serve the patrons of the company in smoothing out any difficulties which they may be experiencing with the company's service. This consists of a definitely established routine so that a report of the difficulty will reach the proper department and be taken care of and the employee reporting the case advised of the action taken. This plan has proven very effective in developing and maintaining better relations with the public. It has been the means of caring for 19,500 cases reported during the past year.

Under the Employees' Stock Purchase Plan made effective by the American Telephone and Telegraph Company as of May 1, 1921, an increased number of employees have become stockholders of that company. At the end of 1922, 21,069 shares had been paid for and 9,157 employees were still paying for 35,139 shares.

During the year 1922, benefits were paid to 5,404 employees under the Plan for Employees' Pensions, Disability Benefits and Death Benefits. The total payments amounted to $444,245, divided as follows:

	No. of cases.	Amount.
Pensions	49	$ 26,952
Accident Benefits (including expenses)	1,345	37,041
Sickness Benefits	3,970	334,232
Death Benefits	40	46,020
	5,404	$444,245

This plan was adopted in 1913 and a reserve amounting to $400,000 was established. In 1916, to keep step with the growth of the company, this amount was increased to $500,000. However, no further addition to the reserve was made between that time and the year 1922. During this period, including war and post-war years, there has been a marked growth in the business, the number of stations served, and the number of employees required; also, as a result of the economic changes attendant upon the war, the wage per employee has materially increased. To restore the relation between the total payroll and the amount of the reserve as it existed when the plan was adopted, the reserve has been increased by $865,000. This was done during the current year and a charge of this amount made against the surplus account.

The Theodore N. Vail Medal Award Committee of our company, after extensive consideration of twenty-nine cases submitted, awarded medals to the following employees for outstanding acts of noteworthy public service:

Mary Katherine Craig	Herman H. Krueger
Frank O'Connor	John M. Ribicki
Grover A. Peterson	John Rieman
Nicholas R. Harrison	Arthur I. Whiteman
George W. Stolz	James E. Richardson

The acts of noteworthy public service performed in the remaining nineteen cases were all worthy of high commendation.

This company was one of the pioneers in safety first and accident prevention work. A regular department is devoted to a study of methods and the education of our employees in safe methods of performing their work and regulating their daily

Digitized by Google

actions. The results obtained have been very gratifying. A comparison of 1922 with 1917 is worth noting:

	1917	1922
Number of employees	15,771	21,663
Accident cases involving loss of time	587	378
Total number of days lost from accidents	8,473	5,521
Days lost per hundred employees	53.73	25.49

As the growth of the company's business rendered the floor space in the Bell Telephone building increasingly inadequate to care for its general office forces, a new thirteen-story building is now being erected, under a favorable twenty-five years lease to this company at the southwest corner of Franklin and Washington streets, which will house our accounting and collection departments.

On March 1 the following changes were made in the executive personnel:

Mr. B. E. Sunny, for the past fourteen years president of the company, was elected chairman of the board of directors.

Mr. W. R. Abbott, vice-president and general manager, was elected president.

Mr. F. O. Hale, chief engineer, was elected vice-president and general manager.

The efficient and loyal personnel of the company enters upon the year 1923 with courage, confidence, and a full sense of the importance of good service in the ever-widening utilization of the telephone in every community.

The board of directors and officers of the company appreciate the conscientious efforts and unselfish team work of the men and women of all departments which has made possible the results of 1922.

For the board of directors,
W. R. Abbott,
President.

Illinois Bell Telephone Company

BALANCE SHEET, DECEMBER 31, 1922.

Assets.

Intangible Capital	$ 42,638.85
Plant:	
Land and Buildings	12,418,361.74
Telephone Plant	118,136,013.70
Total Plant	$130,554,375.44
General Equipment	2,222,749.26
Other Permanent and Long Term Investments	339,770.43
Total Permanent and Long Term Investments	133,159,433.98
Working Assets:	
Cash and Deposits	1,509,975.00
Marketable Securities	4,356.94
Bills Receivable	32,312.79
Accounts Receivable	5,157,659.44
Materials and Supplies	793,603.42
Total Working Assets	7,497,907.59
Accrued Income Not Due	4,681.66
Deferred Debits	458,260.85
Total Assets	$141,120,384.08

Liabilities.

Capital Stock	$ 60,000,000.00
Premiums on Capital Stock	2,911.25
Funded Debt	34,884,179.39
Working Liabilities:	
Accounts Payable	2,754,294.91
Accrued Liabilities Not Due	4,114,610.48
Deferred Credit Items:	
Unextinguished Premium on Debt	600.82
Insurance and Casualty Reserves	433,470.52
Employees' Benefit Fund	1,400,000.00
Other Deferred Credit Items	45,750.51
Total Deferred Credit Items	1,879,821.85
Reserve for Accrued Depreciation	33,522,899.74
Corporate Surplus	3,961,666.46
Total Liabilities	$141,120,384.08

INCOME STATEMENT

YEAR ENDING DECEMBER 31, 1922.

Telephone Operating Revenues	$ 47,667,284.02
Telephone Operating Expenses	35,401,645.11
Net Telephone Operating Revenues	12,265,638.91
Net Other Operating Revenues	2,295.63
Total Net Operating Revenues	12,267,934.54
Deduct—Uncollectible Operating Revenues	171,825.66
Taxes Assignable to Operations	3,967,434.01
Operating Income	8,128,674.87
Non-Operating Revenues—Net	500,218.53
Total Gross Income	8,628,893.40
Rent and Miscellaneous Deductions	203,228.97
Interest on Mortgage Debt	961,311.47
Other Interest	1,110,724.36
Balance Net Income	6,353,628.60
Dividends	4,000,000.00
Amount Transferred to Credit of Corporate Surplus	$ 2,353,628.60

U. F. Cleveland,
General Auditor.

CERTIFICATE OF AUDIT

ILLINOIS BELL TELEPHONE COMPANY

We have audited the books and accounts of the Illinois Bell Telephone Company for the year ending December 31, 1922, and we hereby certify that the accompanying balance sheet and income statement are in accordance with the books and, in our opinion, correctly set forth, according to the system of accounts prescribed by the Interstate Commerce Commission, the results of the operations of the company for the year, and its financial position as of December 31, 1922.

H. C. Robbins,
F. H. Richardson,
Auditors for American Telephone and Telegraph Company.
January 20, 1923.

STATISTICS

	At December 31, 1922	Increase During year.
Number of Company Stations	903,262	45,387
Number of Connecting and Miscellaneous Stations	356,516	11,548
Total Stations	1,259,778	56,935
Number of Miles of Wire	2,591,766	231,983
Number of Central Offices	231	4

Digitized by Google

GOING TO HAVE A PARTY ST. PATRICK'S DAY?

NEXT on the party day program comes St. Patrick's day with all its wealth of tradition and bright color blending the green, gold and white. The shamrock and harp lend themselves well to decorative purposes and wit and humor are characteristic Irish traits. Therefore brush up your jokes, get out your Irish ballads and wear the green if you would be in tune with the occasion.

The party invitation might read:

"Come help us serve a dish o' greens; be sure to bring your brogue wrapped 'round with Irish song or story."

Many of the decorations for St. Patrick's day may be purchased complete and appropriate favors can easily be made too, with a bit of green crêpe paper, some gummed seals and cut-outs. The illustrations furnish some ideas for table decorations and a paper costume. And when the guests wear costumes the party becomes very picturesque; there are so many ideas which may be carried out. The real colleen may be the model or one may go to the Irish folklore for the idea and represent a pixy or a fairy.

The costume is easy to make and inexpensive. Four folds of crêpe paper, a few cardboard shamrocks and a tube of paste are all that need be purchased. The dress itself is very simple. The crêpe paper ruffles may be gathered on the sewing machine and sewed to the skirt. The printed designs of shamrocks are pasted around the bottom of the skirt and the waist.



A COSTUME

Some Games

The entertainment can start by the hostess asking all the guests to follow her into another room. Here is found a table covered with "a number of things" to quote from Alice in Wonderland. The hostess suggests that the company take a very good look at everything until she blows a whistle. At the end of five minutes the whistle is blown. When the guests at the sound of the whistle return to the living-room, all are given paper and pencil and requested to write every article they can remember that has any green on it. Five minutes should be allowed for this. Papers are exchanged when the hostess's whistle is again sounded. She reads from her own previously prepared list the names of everything about which there was any green. These are checked off on the lists. The person who has remembered the most things is awarded a prize.

Appealing Contest

The hostess hands out potatoes of about equal size and three classes are started:

1. Those who try to peel their potatoes first.
2. Those who contract to peel them best (thin skins, removing all eyes, even surface).
3. Those who choose to peel first without breaking the paring.

Prizes are awarded the winners in each class.

Co-operative Letters

The hostess asks the couples to pass before eight boxes, take a word from each box, then using the eight words drawn as a basis write a letter to some relative in Ireland.

The hostess should be careful to select words for each box that will make sentences. For instance, in the first box adjectives; second box, proper names; third and fourth box, verbs; fifth box, words denoting an accident; sixth, a jolly happening; seventh, an inanimate object; eighth, a profession. If read, using the brogue, the letters will be very funny—first, the words drawn and then the "effort."

A Few Questions

Questions which must be answered using the words "green."

An Irish Song—(Wearing of the Green).
A town in Wisconsin—(Green Bay).
A variety of apples—(Greenings).
Paper money—(Green-backs).
A famous Kentucky town—(Bowling Green).
A child's artist—(Kate Grennaway).
Mountains in Vermont—(Green Mountains).
An American sculptor—(Horatio Greenough).
An island ruled by Denmark—(Greenland).
An American general of the Revolutionary War—(Nathaniel Green).
A kind of fly—(Greenbottle).
A shrub—(Greenbriar).
An inexperienced person—(Greenhorn).
Death to bugs—(Paris green).

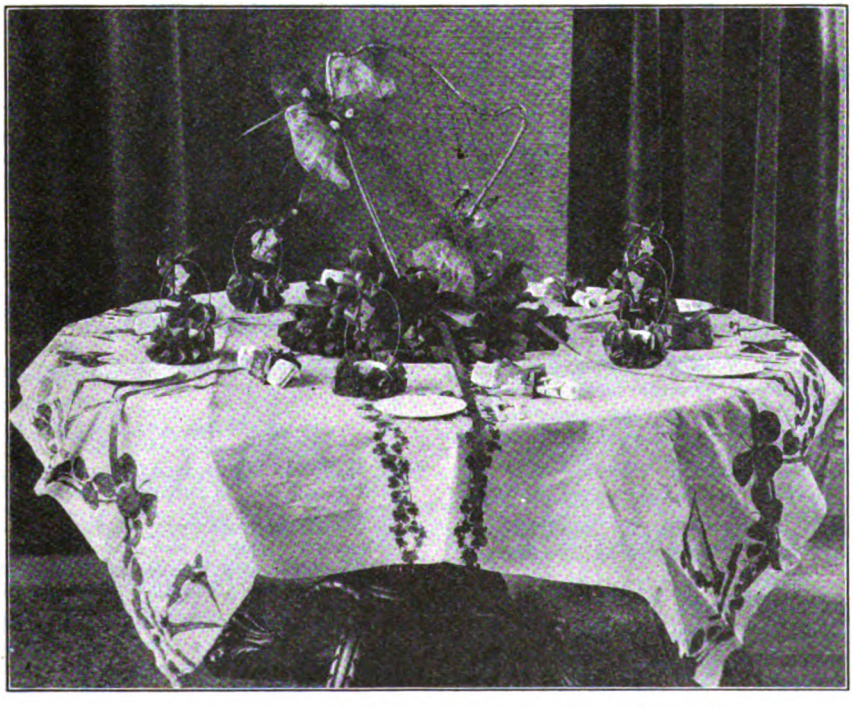


TABLE DECORATIONS FOR ST. PATRICK'S DAY PARTY

Savory Omelet

Cut tender corn from four small ears. Remove seeds and shred a green sweet pepper. Mince finely one-half cup boiled ham; add one-fourth teaspoon of mixed herbs, one scant teaspoon salt (more if ham is omitted). Beat four eggs well; add one pint milk (sweet). Mix all together and fry in oil or butter or bake ten minutes. A tablespoon cornstarch in the milk (dissolved in a tablespoon of the milk) gives body to it.

Modern Version—

"If you lack ambition, take Yeast, young man, take Yeast."

—By Fleischmann.

Digitized by Google

Death Claims J. H. Riddel and T. S. Glynn

JOHN HENRY RIDDEL, supervisor, central office equipment section, was called to the great beyond February 9, 1923, after three weeks of illness. Periodic attacks of heart trouble during the last three years were responsible for his death. He was buried February 12, 1923, under Masonic rites at Oakwoods cemetery. Mr. Riddel was fifty-six years and four months old. He is survived by a widow, who has the sympathy of thousands of friends.



J. H. (JACK) RIDDEL

Jack, as he was perhaps best known, had many friends in the telephone fraternity and outside. He was indeed popular—his ever-ready, sincere willingness to "help the other fellow" made for him a name which, no doubt, will be long remembered by all who know him. During his many years of service he was a counsellor and friendly advisor to many who have always felt confident "if Jack said so, it was good advice to follow." Truly, he was a good fellow, and his good-fellowship won the esteem of many.

From 1885 to 1893 he was associated with the Canadian Bell Telephone Company of Canada and then joined the telephone ranks in Chicago, working in various capacities until in July, 1901, he was made manager of Harrison office. In 1903 he was made division wire chief, covering Calumet, Douglas and Oakland offices, and served in that capacity until 1910. Following this he was installation foreman in charge of Oakland district, and in 1911 to 1914 he was general installation foreman of Central and South division installation districts. In 1914 he took charge of the P. B. X. division, where he functioned until 1921, at which time he took up his duties as a supervisor in the central office equipment section.

He had been a Telephone Pioneer since 1912.

—

Leaving his work at noon on Saturday, February 3, feeling in good spirits, Thomas S. Glynn, safety inspector, was stricken suddenly about seven o'clock that evening and died a few hours later. The suddenness of his demise came as a great shock to many friends in the general offices and those in the field when they heard of it on the following Monday morning.



T. S. (TOM) GLYNN

"Tom," as he was familiarly known to hundreds of our employees, began his service with the company as a groundman at the Austin office on October 15, 1905. About a year later he was made a combinationman and in 1908 became a lineman at Monroe. In 1909 he went to West as facility man. He became a general facility man in that same year and remained in that capacity until 1911, when he went to Central office. From 1911 to 1920 he worked as a line foreman and was then transferred to the bureau of safety as an investigator, in which capacity he was engaged at the time of his death.

As safety inspector it was a part of his duty to visit all the central offices and other company buildings throughout the city and his never failing cheerful disposition made him a host of friends and a welcome visitor.

About a year and a half before his death he was stricken and for many weeks his life hung in the balance. Previous to this he had always been an enthusiastic bowler and participated in many other sports, but upon his return to work he was forced to forego these strenuous pastimes.

Many telephone employees attended the funeral services on Tuesday, February 6.

He is survived by a widow and three children.

Frank J. Kiedisch Passes On

FRANK J. KIEDISCH, thirty-one years old, head frameman at Dearborn office, Chicago, died at the American hospital, January 20, of pneumonia after an illness of one week. He is survived by a widow and two children.



FRANK J. KIEDISCH

Mr. Kiedisch has been an employee of the Illinois Bell Telephone Company for the past nine years, and was with the Western Electric Company a year prior to his association with the Illinois company.

Frank, as he was commonly known by all of his fellow workers, was a genial good fellow and had a wide acquaintance among telephone employees. His death is a source of deep sorrow to the numerous people who had the privilege of knowing him.

Springfield Operator Answers Last Call

MISS REBECCA TEMPLE PAYNE, born January 13, 1903, at Fulton, Mo., died at St. John's Hospital, January 31, at Springfield. Miss Payne was an employee of the Illinois Bell Telephone Company about two years. Her death was a shock to all her friends, Temple having only been ill about a week.



MISS TEMPLE PAYNE

Miss Payne was one of the most efficient "B" operators the Springfield exchange has ever had, and she will be missed not only for her efficiency but also for her sweet diposition, as she was a favorite among all the girls, ever ready with a witty remark and a sunny smile.

Many beautiful floral offerings were sent as a final tribute to a loving daughter, a kind sister, and a sincere fellow-employee. Her remains were shipped to Fulton. General Bell, president of the Missouri Central Telephone Company, met the train to render any assistance which might be needed to the bereaved mother and sister.

In Memoriam

Farewell, dear one, we know that Heaven hast
Much for your life, which now from us has passed;
Your life, which in its youth had just begun,
All now is finished, your life work is done.

Your heart from among us no longer shall thrill
With joy in our gladness, or grief in our ill.
Sadly and long we shall listen in vain
To hear your sweet voice assigning us trunks again.

A skilled "B" operator in memory we hold
Treasures of feeling, more precious than gold.
For your love and your kindness, tokens we gave
Of flowers and sympathy, wreaths for your grave.

Digitized by Google

ACCIDENT PREVENTION

"SAFETY FIRST"

The Illinois Bell Telephone Company is a member of the National Safety Council and the Chicago Safety Council

THE AXE YOU TAKE OUT OF ACCIDENTS IS DANGEROUS UNLESS YOU BURY IT DEEP.

COURTESY IS NOT LISTED ON THE STOCK EXCHANGE, BUT IT IS A BIG DIVIDEND PAYER.

Long Lines Plant Sets a No-Accident Record

PROOF of the pudding is in the eating is an old and familiar saying and every man and woman employee of the Long Lines plant department is eating up accident prevention and proving just what it will do for them. The entire department has gone through the period from December 15, 1917, to January 31, 1922, without a single lost-time accident. This mark, set by a department with a yearly average of 150 employees, is certainly a record to be proud of. During these five years only two had minor accidents.

Actions speak louder than words and the Long Lines plant is certainly telling the world with their actions that accidents can be prevented. This exceptional record proves that they believe in safety and what is more, they practice it.

Armed with the above facts a representative of the bureau of safety interviewed C. H. Kehnroth, superintendent of the department and asked him to explain how he did it. Here is what Mr. Kehnroth said:

"Credit for the mark that has been set by our department is deserved by every employee. This department is enthusiastic in anything it tackles and the employees have been on their toes all the time, conscientiously preventing accidents that cause suffering to their fellow-workers and hardships to those at home.

"All of us are sold on safety, which is one of the most essential points in the fight to prevent accidents. The bulletins and blotters which we receive from the bureau of safety keep this thought ever before us and they are always given deep consideration. Our record shows that we follow the safety creed.

"Although we are proud of this record we are not going to rest on our laurels but will continue the fight on accidents and use our best efforts to help carry this company to the top of the list of those in the Bell family."

Traffic Divisions Make Good Safety Showing

TWO offices in city traffic division No. 1 and six in division No. 2 went through the entire year 1922 without a lost-time accident. This record shows that there was a consistent effort on the part of the operators to eliminate accidents and avoid suffering.

The two offices in division No. 1 which set this good record were Newcastle and Rogers Park.

Those in division No. 2 were Beverly, Chesterfield, La-Fayette, Prospect, Riverdale and South Chicago.

City division No. 1 shows eighty-five lost-time accidents against forty-eight for Division No. 2. The accidents, showing the month of occurrence, are tabulated as follows:

Division No. 1

OFFICE	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	TOTAL
AUS tin			1							1	1		3
BEL mont	1				1			1					3
CEN tral										2		1	3
DEA rborn	2			1	1		2	3		1		1	11
EDG ewater		2	1				1	2			1		7
FRA nklin												1	1
HUM boldt	1	1											2
IRV ing	1		1						1	2			5
KIL dare											1		1
KED zie		1	1					1		1	1		5
LAK eview			1			1				2	2	1	7
LIN coln										1	2		3
MAI n								1		1		1	3
MON roe				2					2	2	1		7
RAN dolph		1		1									2
STA te											1		1
SUP erior					1								1
WES t			2			1		1			1		5
Misc	5		1		1		1	1		1	4	1	15
													85

Division No. 2

OFFICE	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	TOTAL
CAL umet		1		1	1				1	1			5
CAN al			1										1
DOU glas			1			1		1					3
HAR rison	1												1
HYD e Park		1	2	2					1	1	1		8
LAW ndale		1	1		1			1					4
OAK land	1		1		1	1						3	7
PUL lman								1					1
STE wart	1	1		1									3
WAB ash	1							1		1		1	4
WEN tworth		1	1	1	1	1			0		2		6
YAR ds										1			1
Misc											1		1
													48

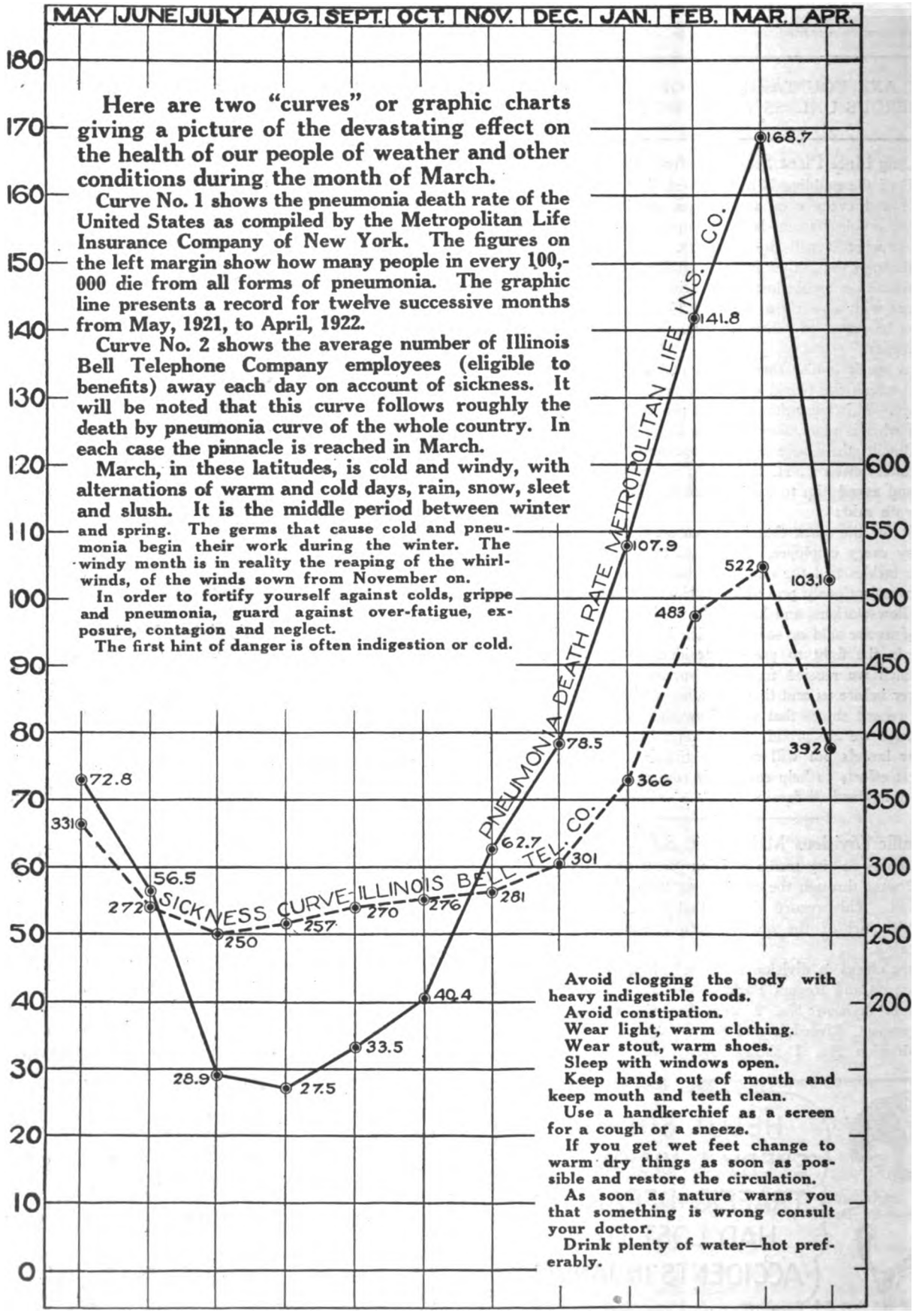
Some interesting facts relative to the safety work in the two divisions may be seen by a study of the charts. The table for division No. 1 shows that there were thirty-three accidents for the first half of the year and fifty-two in the remaining six months. June was the lightest month with only two accidents.





Digitized by Google

MARCH—THE DANGER MONTH



Here are two "curves" or graphic charts giving a picture of the devastating effect on the health of our people of weather and other conditions during the month of March.

Curve No. 1 shows the pneumonia death rate of the United States as compiled by the Metropolitan Life Insurance Company of New York. The figures on the left margin show how many people in every 100,000 die from all forms of pneumonia. The graphic line presents a record for twelve successive months from May, 1921, to April, 1922.

Curve No. 2 shows the average number of Illinois Bell Telephone Company employees (eligible to benefits) away each day on account of sickness. It will be noted that this curve follows roughly the death by pneumonia curve of the whole country. In each case the pinnacle is reached in March.

March, in these latitudes, is cold and windy, with alternations of warm and cold days, rain, snow, sleet and slush. It is the middle period between winter and spring. The germs that cause cold and pneumonia begin their work during the winter. The windy month is in reality the reaping of the whirlwinds, of the winds sown from November on.

In order to fortify yourself against colds, grippe and pneumonia, guard against over-fatigue, exposure, contagion and neglect.

The first hint of danger is often indigestion or cold.

Avoid clogging the body with heavy indigestible foods.

Avoid constipation.

Wear light, warm clothing.

Wear stout, warm shoes.

Sleep with windows open.

Keep hands out of mouth and keep mouth and teeth clean.

Use a handkerchief as a screen for a cough or a sneeze.

If you get wet feet change to warm dry things as soon as possible and restore the circulation.

As soon as nature warns you that something is wrong consult your doctor.

Drink plenty of water—hot preferably.

Digitized by Google



Up-to-Date

Mlle. Mayadele: "What kind of a curl do you want, Miss?"

Miss Cookie: "Oh, I'd like one of those new crime-waves you hear so much about nowatimes."— *Topics of the Day Films.*

—

A psychiatric board was testing the mentality of a weak-faced negro soldier.

"Do you ever hear voices without being able to tell who is speaking, or where the sound comes from?"

"Yes, suh," answered the negro.

"When does this occur?"

"When I'se talkin' over de telephone."—*Transmitter.*

—

Warden: "Who are you and what are you charged with?"

Prisoner: "My name's Spark. I'm an electrician and I'm charged with battery."

Warden: "Jailer, put this man in a dry cell."

—

Contents Noted

The corresponding secretary of a large business concern had been invited out to dinner by a friend. At the table the host asked him to say grace. It was a new experience for the secretary, but he was not to be found wanting.

"Dear Lord," he began, "we thank thee for all thy favors of recent date. Permit us to express our heartfelt gratitude. We trust that we may continue to merit your confidence and that we shall receive many more blessings from you in the future. Amen." —*American Legion Weekly.*

—

In Bad Taste

May: "Oh! Ray, dear, is my hair in your way?"

Ray: "You said a mouthful, Maytime!"—*Topics of the Day Films.*

—

Another Victim

Two bucks, on leave to Paris, were improving the fleeting hour by a tour of the museums. In one of the Egyptian rooms they stood in awe before a mummy, over which hung a card inscribed: "B. C. 1006."

"Wotcher s'pose that means, Bill?" asked one, much mystified. The other was reluctant to confess ignorance.

"Oh, that," he replied airily. "That's the number of the auto that killed him."—*American Legion Weekly.*

—

"Not Dutch But Germy"

Tom: "Remember that old Dutch girl of mine?"

Jerry: "Yes, you mean that cross-eyed girl?"

Tom: "Yep, that's her. She was so cross-eyed the tears ran down her back when she cried."

Jerry: "Why, that is what you call bacteria."

—

Does He "Short Circuit"?

He: "Here comes a friend of mine. He's a human dynamo."

She: "Really?"

He: "Yes, everything he has on is charged."

Too Informal

"Miss Pounders, I can't permit you to have long conversations over the telephone with friends."

"It was—er—a business conversation, sir."

"In that case please remember that this firm never addresses one of its clients as 'sweet old thing.'"

—

Old Gentleman (after paying his telephone bill): "There's only one difference between Bryan and me."

Cashier: "Yes, yes, how's that?"

Old Gentleman: "Bryan gets paid for talking, and I have to pay."

—

Up-to-Date Wife

Insurance Agent: "Any insanity in your family?"

Mrs. Suffragist: "Well, no, only my husband imagines he is the head of the house."

—

Ain't It the Truth?

"But, ma, Uncle Ajax eats with his knife."

"Hush, dear, Uncle Ajax is rich enough to eat with a fire shovel if he prefers to."

—

Soft Answer

He: "I suppose when all women vote the party managers will have to put handsome men on their tickets for candidates."

She: "What makes you think women will demand handsome men to vote for when you look at the kind most of them marry?" —*Farmer and Breeder.*

—

Lucky

Archie: "That's a very nice engagement ring that Phyllis is wearing."

Reggie: "Yes, I've been quite successful with it, you know. Five girls have worn it already and all I've paid on the thing so far is six dollars down."—*American Legion Weekly.*

—

Accomplished

"Everybody should lie on the right side," is the advice of a medical man. The only exception, we gather, is the politician who can do it on both sides.—*Punch* (London).

—

The Silver Lining

"Mister," began the seedy-looking man, "I haven't got no home and ——"

"No taxes to pay?" interrupted the man addressed, "no coal bills! no worry lest the landlord raise your rent. Permit me to congratulate you."

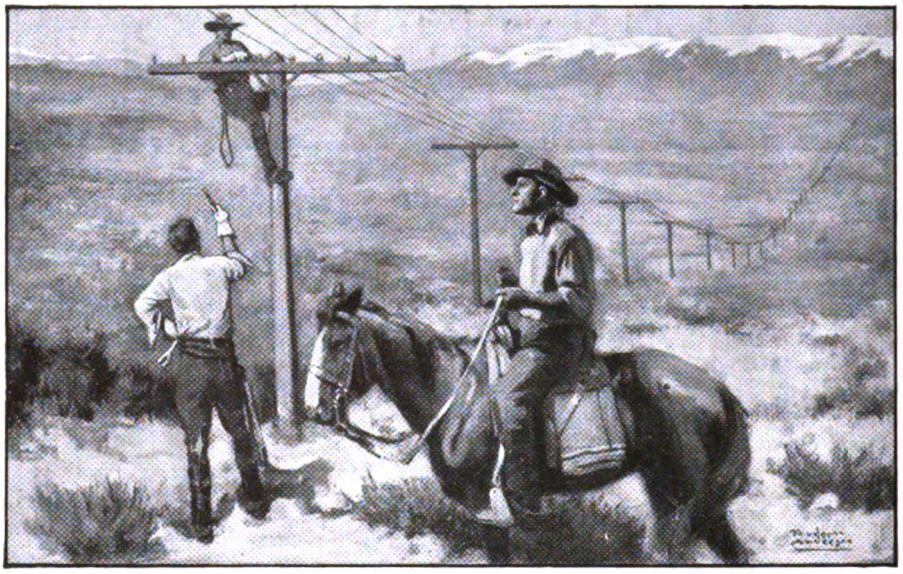
"I have no job and——"

"Lucky chap! No danger of getting fired."

"But I'm serious, mister. I have no money and——"

"No temptation to spend it foolishly on able-bodied beggars. Why, you're the very child of fortune. Good-day!"—*Boston Transcript.*

Digitized by Google



The Bell System's transcontinental telephone line crossing Nevada.

Highways of Speech

Necessity made the United States a nation of pioneers. Development came to us only by conquering the wilderness. For a hundred and fifty years we have been clearing farms and rearing communities where desolation was—bridging rivers and making roads—reaching out, step by step, to civilize three million square miles of country. One of the results has been the scattering of families in many places—the separation of parents and children, of brother and brother, by great distances.

To-day, millions of us live and make our success in places far from those where we were born, and even those of us who have remained in one place have relatives and friends who are scattered in other parts.

Again, business and industry have done what families have done—they have spread to many places and made connections in still other places.

Obviously, this has promoted a national community of every-day interest which characterizes no other nation in the world. It has given the people of the whole country the same kind, if not the same degree, of interest in one another as the people of a single city have. It has made necessary facilities of national communication which keep us in touch with the whole country and not just our own part of it.

The only telephone service which can fully serve the needs of the nation is one which brings all of the people within sound of one another's voices.

"BELL SYSTEM"

AMERICAN TELEPHONE AND TELEGRAPH COMPANY

AND ASSOCIATED COMPANIES

One Policy, One System, Universal Service, and all directed toward Better Service

Digitized by Google

537.05
BE



Digitized by Google

"PROUD-PIED April,
dressed in all his trim,
Hath put a spirit of
youth in everything."

—SHAKESPEARE

Digitized by Google

EXECUTIVE STAFF OFFICIALS

Illinois Bell Telephone Company



LOUIS M. FETHERSTON
Special Agent



HOMER W. BANG
Assistant to President



AMORY T. IRWIN
Editor, Bell Telephone News



HARRY W. PADDOCK
Tax Attorney



AUBRY V. FARR
General Supervisor of Public Relations

Digitized by Google

Digitized by Google

BELL·TELEPHONE·NEWS

Volume 12 CHICAGO, ILLINOIS, APRIL, 1923 Number 9

MACHINE SWITCHING CUTOVER AT PEORIA

First Large Unit of New Type of Equipment Successfully Placed in Service—All Departments Co-operate in Doing Splendid Job



S. P. GABLE
District Plant Chief.



G. C. TREADWAY
District Commercial Manager.



N. R. HARRISON
District Traffic Manager.

LET it be stated in opening this melange that a cook can be proved in because our chief engineer said, "Let the Peoria cut-let be well done." That accounts for the lady's presence as a part of the royal family. That orders were followed and the cut was well done cannot successfully be denied as this statement in the *Peoria Star* of February 5 will prove:

> The new service is a little odd at first, but the thorough fashion in which Manager George Treadway has prepared for the change eliminated all friction. Everybody likes the new system.

This purports to be the story of how George and others did it and some of the things that happened before and after.

To begin with, our Peoria exchange has for several years been divided into two offices, Main and Bluffs. The Main office had grown so rapidly that it was full to overflowing, so another office to serve part of the Main area became necessary. After considerable study it was thought advisable to put in a machine switching office of the step-by-step type, and as a new building was needed to house it the property directly in the rear of the Main building at 320 Fulton street was acquired. Erection of a new, extremely substantial building, three stories in height, was begun in the summer of 1921 and finished in April, 1922, at which time the Western Electric Company began the installation of two units of machine switching equipment.

MACHINE SWITCHING AT PEORIA

An Historical Hodge-Podge in Several Parts and a Glorious Finish.

CAST OF CHARACTERS

A Modern King Tut.....George C. Treadway
His Chancellor.....Severin Langhoff
Dial Merchant.....George Brannon
Sheik of the Boiled Owls.....Dick Wallace
Rose of the (b) Ranch (Exchange).....Eleanor Clifford
Ace of the Flying Squadron.....Deacon Earl F. Gleason
Vizier of the Steppes (by Steppes)..Roy Melville Brazelton
Assistant Viz.....Morton M. Gardner
Keeper of the Records and Bags.....W. J. Komorowski
Chief Bag Holder.....Harry Scharp
Printer's Devil.....Ben Mosk
Sphinx.....John P. Spencer
Superintendent of Repairs.....Sarah Morris
Service Peek-a-Boo.....Irene Baptist
A Sartorial Ultimate.....James Cecil Lauder
His Boss.....Nick Harrison
A Dear Trainer.....Elizabeth Goggin
Another One.....Catherine Sullivan
Pretzel Cook.....Anna Herschenbach
Regroup Pest.....Tod Collins
The Pestered.....Bill Overbee & everybody
An Aerial Wizard.....Bob Nuess
A Subterranean Ditto.....Jimmy Gray
A Gentleman.....John J. Letourneau

Problems to Be Solved

The introduction of machine switching service in any city usually involves many problems, these being varied by the conditions existing at the time the change is brought about. In Peoria perhaps the biggest problem and the one having the most far-reaching effect on telephone users was a necessity for a number change for every subscriber in the city. With the cutover of the machine switching office the office names, Main and Bluffs, ceased to exist, the digits 4 and 2, respectively, replacing them. Therefore, after the cutover, all subscribers who remained in the manual offices had a telephone number with either 2 or 4 as a prefix. For one of the machine units there is the prefix 3, while the numbers in the other machine unit have no prefix.

The work of changing numbers began in the May, 1922, directory, when 1,976 changes were made. At that time, wherever possible, subscribers were given the numbers which they would retain after the cutover.

In the December, 1922, book 7,326 additional number changes were made, this being a very difficult group of changes for the traffic people to handle, for the reason that eighty-four private branch exchange subscribers practically interchanged numbers. District Traffic Manager N. R. Harrison's force responded to the situation in a bang-up way and even though it was Christmas week they took care of the job most excellently.

Digitized by Google

MEN AND WOMEN WHO HELPED MAKE THE BIG PEORIA CUTOVER A BRILLIANT SUCCESS



W. J. Komorowski, Division Equipment Engineer.





Earl F. Gleason, Supervisor of Central Office Maintenance.



R. M. Nuess, District Construction Supervisor.

Richard D. Wallace, Division Equipment Supervisor.



J. G. Gray, District Splicing Supervisor.



Mrs. Mayme Paith, Chief Operator, Main Exchange.



Catherine Sullivan Machine Switching Chief Operator.







Frank T. Foster, Engineer, Chicago.





At left—Kathryn Goldsbrough, Chief Toll Operator. At right—Frank T. Woods, Traffic Equipment Engineer, Chicago.

At left—William B. Overbee, Traffic Equipment Engineer, Chicago. At right—Miss Mary Kelch, Chief Operator, Second Office.







Lower left—Miss Agnes Gorey, P. B. X. Traffic Instructor, Chicago. Above at left—E. T. Collins, Field Engineer, Peoria. Above at right—Joseph B. Wilson, Equipment Supervisor. Below at right—Miss E. V. Goggin, Chicago Traffic Instructor.



Digitized by Google

The final number changes, 2,540, were made at the time of the cutover and like the whole cutover job were handled without a hitch. The total changes of all kinds made in the directories from May, 1922, including the cutover directory, were 19,059, approximately 4,000 more numbers than ever appeared in a Peoria directory at one time.

In connection with cutting a new central office into service it is usual on account of improved standards, depreciation, or a change in the wire center or center of distribution, to rebuild the outside plant to whatever extent is required, in order that the new office may be as nearly as possible a perfect operating unit. In other words, if we buy our boy a new suit we take care to see that his shoes are new or, at least, that he gets a shine.

Outside Plant Work

At Peoria a very extensive outside plant rebuilding job is in progress, but that part of it which was vital to the successful cutover of the machine switching units was completed before the cutover. During the progress of the outside work 525 poles, 650 terminals and 65,000 feet of aerial cable have been erected, the work being most capably handled by District Construction Supervisor Robert Nuess (usually known as Bob).

In connection with the underground work eight 1,200-pair cables were pulled into the new Main frame and altogether 5,500,000 conductor feet of underground wire was put in by District Splicing Supervisor James Gray (who much prefers to be called "Jim." As he carried a stout cane before the cutover, although because of a sprained knee, he usually gets his wish). On the day of the cutover Jim showed Frank Redmund, general plant superintendent, how the wonderful splices in the building cable vault were made—splices where eight 150-pair cables are brought out of a 1,200-pair cable, and it was agreed that if the rest of the work had been done as well as those beautiful splices, Peoria and Jim were very much to be complimented.

An important item, and of course, a very necessary one, is that of replacing with machine switching or dial telephones the manual instruments in the territory to be cut over. It was the plan to send to each subscriber, who was affected, a letter saying that our man would shortly be around to change the instrument, so that when the man arrived the subscriber would know what he came for. The new instruments were delivered and our men went around changing about 5,500 altogether. At the time of the change the new dial was tested from the local test desk, where a very interesting and expensive device tests the speed with which the dial sends the numbers. A perfect dial sends from 8½ to 10½ pulses a second.

Of course, while the new telephones were being installed there was a great deal of interest displayed by the subscribers who were soon to use them so successfully, and they wanted to know "How does it work?" It was the company's job, and a very important job, to answer that question most specifically, and we therefore at this time introduce the Ace of the Flying Squadron, "Deacon" Earl F. Gleason.

Earl's flying squadron consisted of twenty-one men, whose job it was to visit each subscriber, with the exception of P.B.X. subscribers, and by actual demonstration, first having the line temporarily connected to the machine switching office, show the user just how to manipulate the dial to obtain desired numbers. Of course the subscriber was also invited to dial a few practice numbers, one of which at least connected him with the "Deacon's" office where a little group of pretty girls proved by their answers that "the thing works."

The training of P.B.X. operators and extension users was done and very well done by another group, Miss Agnes Gorey from Chicago and Miss Eleanor Clifford of Peoria being the greatest little trainers ever when it comes to telling others how to do it. Miss McAvoy, Miss Rump and Miss Witka also came down from Chicago, making up a very stylish group of teachers. From the reports received from P.B.X. subscribers after the cutover it was obvious that not only had these young women done well the task which they had but that they had also performed a most important public relations job as well.

In the office Miss Anastasia Sullivan kept a daily record of the performance of the "Flying Squadron," and when the work was done her record indicated that more than 5,000 persons, exclusive of P.B.X. extension users, had been instructed in how to use the dial.

In a machine switching office of the type used in Peoria special provisions are made so that subscribers may "dial" other parties on their own lines. This is done by dialing a special code number; for instance, if a subscriber on a two-party line wishes to call the other party on his line he dials 1191. In the case of four-party lines the codes vary, depending upon which station wishes to call which other station. In order that subscribers might make such calls it was therefore necessary to inform them as to the proper codes to use and this was done by mailing a post-card to each party-line subscriber, showing the name, address, and telephone number of the other parties on his line, and what codes to dial if he wanted to call them. About 2,000 of these cards were sent out and they will continue to be sent out to each subscriber whenever the relation of his telephone to other telephones on his line changes.

An important factor in the introduction of machine switching in its effect on P.B.X. switchboards is a proper distribution of dials to extension telephones that have a large outgoing business or which will be used at night after the P.B.X. operator has gone. The arrangements with subscribers in this matter were made by George Brannon, who did a first class job. If he had not done so the plant people would have been flooded with orders for dials immediately after the cutover and until they could have been installed the subscribers' service would suffer.

Importance of Correct Directory Listings

Where number changes are to be made at the time of a directory issue, it is of special importance that the directory be carefully checked to avoid errors in listings. This careful checking was of even greater importance in connection with the Peoria directory because, in addition to the number changes, an entirely new system of operation, affecting both the telephone user and the operator, was to be introduced. In such circumstances it is essential that the reaction on the part of both the users and the operator be favorable. When the subscriber dials the number according to the listing in the directory he has the right to expect that he will get the party he wants. If he dials correctly and gets the wrong party he is inclined to place the fault with the new and strange equipment. It is not likely to occur to him that the fault is with the directory.

So Ben Mosk came down from Chicago with some of his expert young women and, with the commercial and traffic folks, made a very exhaustive and successful check of the directory which was to be delivered for the cutover, with the result that the books went out with a very small number of errors affecting service.

The cutover directory was distributed in advance of the cutover, which is not usual, but it seemed best that when the subscribers started to use the new system they have possession of a new book, so that they could start out with the fundamental of a completed connection, which is the *right* telephone number So the directories were delivered in the week of the cutover bearing a "sticker" worded as follows:

Digitized by Google

IN THE NEW MACHINE SWITCHING OFFICE AT PEORIA

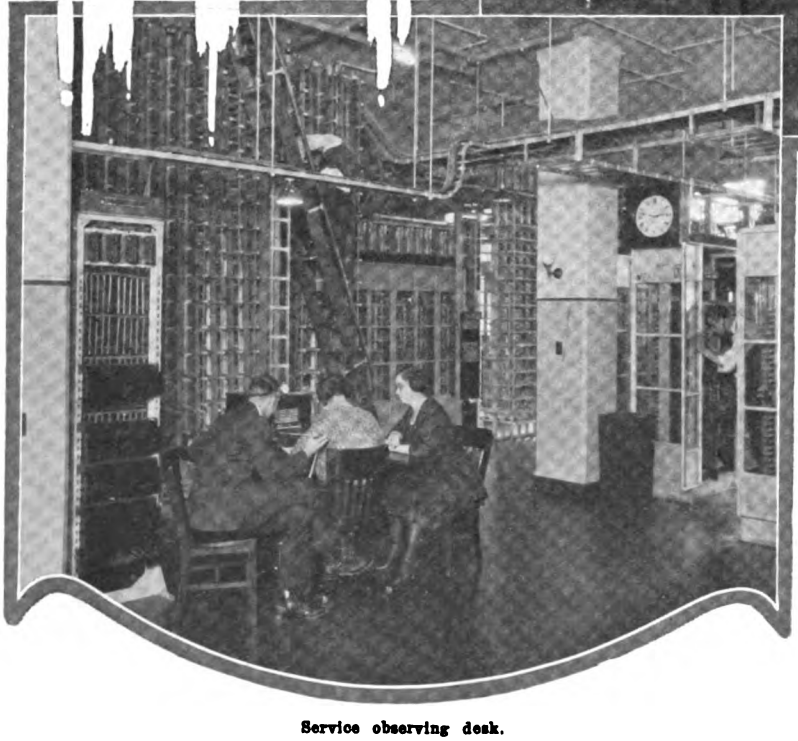




A general view of the new equipment. Inset—Roy M. Brazelton, Supervisor of Machine Switching Equipment.



Repair desk and local test desk. Inset—Morton M. Gardner, Chief Switchman.



Service observing desk.



Harry L. Schart, Plant Chief.

—L

Digitized by Google

Please Do Not Use This Directory
BEFORE MIDNIGHT OF FEBRUARY 3
Then Destroy All Old Directories
These New Numbers Will Be Put in Service at
12:01 a. m., Sunday, Feb. 4

In addition advertisements were run in the papers every day asking subscribers not to use the new book until midnight of the cutover and to telephone the commercial office if a new directory had not been received. This latter was an effort to get new books into the hands of all users. On the day of the cutover the "ad" said that at midnight the cutover would be made, the new book should be used and the old one thrown away. This was supplemented with a post card sent to every subscriber for delivery the Monday after the cutover asking him please to throw his old directory away right, then. We made this request because we were anxious to get all the calls for old numbers reduced as soon as possible.

The introduction of the machine switching system also makes it necessary to train men to maintain the apparatus, and operators to send calls to and receive calls from the machine office. The training of men was done in a school started at Peoria by Roy Melville Brazelton, which resulted in developing a number of first class men for machine switching work.

Training the Operators

The training of operators was divided in accordance with the type of information which was to be imparted. Miss Elizabeth Goggin was in charge of instructing the "B" operators who were to operate the "call indicator" positions, these being the positions in manual offices on which calls are received from dial telephones. The call indicator is a device mounted in the keyshelf of the "B" position and on which the number of the telephone being called is displayed in lights. Calls are sent to the machine switching offices from the manual offices by means of dials mounted on the "A" positions, and Miss Goggin also was in charge of all the training of operators in connection with the dialing work.

At the machine switching office are three special "A" positions which handle intercepting work, verification calls, and assistance calls from subscribers who are either unable to dial a number or are unable to obtain it when they do dial it. The work at these positions is very interesting, as all sorts of calls reach there. Miss Catherine Sullivan is the machine switching chief operator, and her part of the work before the cutover was to train the young women who were to operate the special "A" positions.

After the training was completed a dress rehearsal was staged for a few days before the cutover so that all the people who were to be involved after the cutover would have a chance to handle some apparently real calls before hand. From special telephones two or three people constantly made calls for assistance and for wrong numbers, reported a cat on a telephone pole, the house full of gas, and what not. On the report of "house full of gas," the call was passed to a young woman, who answered "Gas Company?" After hearing the report and asking for the address, she said "Open your doors and windows and we'll be right over," which we thought was a pretty smart piece of work. Calls were also made to the repair clerk, Miss Sarah Morris, and to the testmen and switchmen, so that they all had a chance to see what it would be like after things got going. In Peoria the testmen say it's pretty hard to hide a card where Sarah can't find it.

During the last busy days before the cutover, when General Joe Wilson was busy with his crew straightening out the last of the jumper changes that Tod Collins, the world's most persistent regrouper, and Bill Overbee had cooked up for him, a moving picture, "How to Use the New Machine Switching Telephone," was shown in five of the leading theatres. This film showed how to make a call from a dial telephone and in pictures illustrated the special codes which subscribers were to use to call Long Distance, Information, etc. The picture was continued for a few days after the cutover and Harold F. Crunden, who arranged for its display, estimated that at least 60,000 Peorians saw it. A portable projector was used at schools, clubs and several offices so that 9,000 people outside the theatres received this visual instruction.

Manual Switchboard Changes

As was remarked early in our story, the Main office was filled and this condition developed the necessity for a very nice bit of engineering and installing ingenuity by Frank Foster of our company and Messrs. Fancourt and Goldberg of the Western Electric Company. It was necessary to convert six "B" positions at Main from call circuit to call-indicator operation, but it was not possible to turn over but two positions to the Western Electric Company until the day of the cutover. It became necessary, then, to plan the work in such a way that the positions could be converted on the cutover day. It was done by setting up the new call indicator keyshelf, connecting racks, plug shelves, cord racks and rear assemblies on frames behind the positions which were to be converted. At noon of the cutover day Mr. Harrison said that the work of converting the third position, two already being completed, might start. Mr. Fancourt and Mr. Goldberg immediately started with their men to remove the old keyshelves, and, in fact, all the equipment in the position. As soon as the position was cleared out the work of putting in the new keyshelf, plug shelf, etc., was started, with the result that at 12:29 test calls were being sent through the new equipment. The remaining three positions were handled in the same way as the first, and as expeditiously, the whole call indicator conversion program being an exceptionally bright spot in a job that shone already.

Mr. Foster was the chief engineer's representative on equipment matters at Peoria, and it is due to his close contact with the whole job that it was so successful from an equipment standpoint.

And now, if you have followed us up to this point, we have everything about ready for the cutover—the new outside plant is ready, the "Deacon's" men are through with their instruction work, and Mr. Goldberg, for the Western Electric Company, has completed the installation of the machine switching office; Mr. Foster and Mr. Brazelton have tested out the new office and found it absolutely O. K. in every way.

Things Begin to Happen

So now we begin the actual cutover doings on the Friday morning before the cutover, with some more activity by the "Flying Squadron," but this time their work is done by telephone. They start to call each machine switching subscriber to tell him that at midnight, Saturday, the new office will be cut into service, so that on calls made after that time the dial must be used, and to be sure to get the *right* number from the new directory.

In the office Dick Wallace has assembled the heads of the various plant branches: Brazelton, who has steered the weekly "Working Committee" meetings, where the many problems were thought out, "Kommy," the famous little secretary, Sylvester Gable, the district plant chief; Harry Scharp, the plant chief, who was soon to take over the new equipment; Gray, Nuess, Collins, with Big Chief Ramsey as well, the commercial family, District Commercial Manager Treadway and Chief Clerk Langhoff; Tom Bradford, the division superintendent of traffic, and John Letourneau; Nick Harrison and James Cecil Lauder; Frank Woods and Bill Overbee. All these get together for a final confession of faith that all is well and that nothing remains to be done. Dick Wallace, who, as everyone in the Illinois division knows, is the champion long distance go-without-sleeper of the world. His average day in cutover periods is twenty-three hours and sixty minutes. His is the job of making the cutover.

On Friday Chief Testman Dust made a cutover schedule on

Digitized by Google

a big blackboard, setting down the various items to be done and the times when they shall be started. Almost the first item reads "12:00 M—TRAFFIC DEPT. KILL," which looks bad to the traffic men, but underneath it says in smaller type, "B Pos. 6;" so they feel better and know that that is the time when the first "B" position will be turned over to the Western for call-indicator conversion.

And in the evening the plant men have a rehearsal of the jobs they are to do next day. At the old office many jumpers are to be cut off and our old friend Ghent has his crew experimenting with the pruning shears, and so on down the line; so that each man knows what is expected.

Saturday opened very clear and very cold and stayed that way, with the result that the locomotive on the train that was bearing distinguished guests to our fair city froze up and they arrived somewhat belated. There were Mr. Bone, Mr. Redmund, Mr. McRae, Mr. Allen, Mr. Bennett, Mr. Patten, Mr. Hyatt, Mr. Ferris, Mr. Smith, Mr. Byloff, and Mr. Brydges, and, perhaps some others, but, anyway, they were met in much style by two bell hops from the traffic department, who looked after their baggage and escorted them to their hotels and then to the office where the big doings were to be at midnight.

In arranging the cutover an organization was set up headed by W. J. Komorowski, or, as he is better known, "Kommy." With a little switchboard all his own, "Kommy" was in touch with all the men responsible for certain of the operations of the cutover. In the operating room was Mr. Harrison keeping a watchful eye on the traffic conditions, as upon conditions existing at the appointed hour of cutover depends whether or not the cut may be made on time. In the switch room of the machine office was Gardner who said to his men a few minutes before the cut, "Now, every man on his job, cut out the talking, and keep your mind on just what you have to do." What these men had to do, by the way, was to pull out the insulating strips that were separating the old office and the new.

In the old office was Ghent and his bunch with the pruning shears who were to cut the old office off.

It is now 11:54 and Mr. Harrison gets Mr. Wallace on the telephone and says, "Things look good," and at 11:55 word is passed to "cut".

"Cut" is to old timers like Wallace and Kommy what a fire gong is to a fire horse. Things began to happen. The word is passed to Ghent and by him to his men and they start to prune the jumpers at the old office. This work is completed in three minutes and reported to Kommy as O. K., and he then tells Gardner to "Pull." So Gardner's crew "pulls," out come the insulating strips and it's all over but the shouting, and it took but 296 seconds to do it.

Test calls were at once made over various important lines, like the Police and Fire Departments, and to other important places that were known to be open, and Mr. Bone called his hotel and asked for himself but found he was out.

One of the early calls received on the special "A" positions was from a woman who said that she had asked a friend of hers to stay up until after midnight so that she could call him from the dial telephone and "Operator, I did call him, and it works, and I thought you'd like to know about it."

And now that the cutover is made and everything is running fine, we'll just make one more call to each subscriber to see if everything is all right and if the old book has been thrown away and if he fully understands how to use the dial. Always the answer is "Yes, Yes, Yes." This is Monday night when the Deacon's boys get this job done, so let's look in at the repair department and see how Sarah is coming along with the check sheet. Ah—just as we thought: Kelly, the wire chief, is trying to hold out a card from Sarah and she just won't have it, that's all!

Path of a Call

How the new apparatus operates is explained in an article appearing in the *Peoria Star* of February 4 which says, in part:

It will be of interest to trace the path of a call through a machine switching office.

The term machine switching means that switching is done by machinery, as contrasted with a manual switching office, where service is given by human beings.

When a machine switching subscriber removes his receiver from the hook, a steady humming sound, called the dial tone, comes on his line indicating that the apparatus is ready for his dialing and corresponds to the operator's answer of "Number, please." In the office the subscriber's line terminates on a line switch which operates when the receiver is removed to extend the line to a "first selector." At the "first selector," the first step in focusing the call upon the particular telephone which is being called is made. The first dial operation by the subscriber controls the movement of the "first selector" and it will move to a point corresponding with the first number which has been dialed. If the call is for a machine switching subscriber, say 3-1940, after the "3" has been dialed the "first selector" will move to "3," where it will find a line to a second selector in the "3" office, the subscriber's line will be extended to this second selector and the second dial operation, "1," will move the second selector to "1." From this point, the line will be extended to a third selector, which will move to "9" when the subscriber dials "9." Once more the call will be extended, this time to a connector. When "4" is dialed, the connector will move vertically four steps, and when "0" is dialed, it will travel horizontally ten steps and at this point the called number 3-1940 will be connected. Before establishing the connection, the connector will test 3-1940 to see if it is busy. If it is not busy, the connection will be established and the ringing will start. If the line is busy, however, the subscriber will get a busy signal.

Old and New

If the call is from a machine switching subscriber to a manual subscriber, such as 2-0619, when "2" is dialed a trunk to "2" office will be chosen by the "first selector." At the "2" office, this trunk terminates on a lamp, which will light indicating to the operator who sits before it that a call has arrived on that trunk. The operator will then push a key, which will cause the numbers 0619 to appear before her on little lamp signals. The operator then connects the trunk by plugging in to 0619 in the "2" switchboard.

On a call from a manual telephone to a machine switching telephone the subscriber will give the number to the operator as in the past. The operator's position is equipped with a dial by means of which the operator may dial any machine switching telephone number for a manual subscriber who desires connection with a machine switching telephone.

Observation Desk

In the machine switching office is a very interesting piece of equipment, the service observation desk. At this desk continuous observations are made of the performance of the apparatus. A pen register records the subscriber's dialing on a tape like a stock broker's ticket, and lamp signals indicate the progress of the call through the various selectors in the machine switching equipment. The testing equipment which is provided for testing trouble on subscriber's lines, is very complete and very interesting. An outstanding feature of the equipment is the dial speed tester, which tests the speed at which dials return to rest after a diget has been dialed. The normal speed of the dial is from 8½ to 10½ digets per second, and by means of this instrument the actual speed can be very carefully checked. The test desks have such a bewildering array of electrical measuring instruments that one

Digitized by Google

TRAFFIC GIRLS TALK AGAINST EIGHT-HOUR BILL

Employees Federation Representatives Go Before Committee of State Legislature at Springfield and Express Telephone Operators' Opposition to Proposed Law

By Miss Alice Kirkhoff, Supervisor, Wabash Office, Chicago

THE committee representing the Traffic Employees' Federation, which went from Chicago to Springfield, Tuesday, March 6, to appear before the legislative committee the next day at the state Capitol and oppose the eight-hour bill for women had a great experience and an exciting time which will long be remembered by those who were in the party. The committee consisted of Miss May Ball and Miss Eva McCauley, representatives from division No. 1; Miss Georgiana Hobbs and Miss Alice Kirkhoff, from division No. 2; Mrs. Mae Eynon, suburban training; Miss Mabel Gallagher, Woodstock; and G. Fellows from Plainfield. In addition, Mrs. Mary McTernan and Miss Marie Gallagher from the South Chicago unit committee were sent by the South Chicago Federation members, who made a voluntary collection to defray the expense of the trip.

We left Chicago Tuesday at 10:32 a. m., arriving at Springfield at 4:30 p. m., and were met by Miss Brooks, Mrs. Burnham and Miss Renschler, Springfield's unit committee, and M. J. Welch and Miss S. C. Young of Chicago. We were shown through the Springfield telephone office which we found was operated on the same system as ours. The toll, local and general offices are all in the same building. Substantial lunches are served to the girls for the sum of ten cents. Mr. Seymour, manager, said the menu last Saturday consisted of a chicken dinner, also served for the same amount. The cafeteria also has a candy counter where candy is sold to the girls at the retail price; the profit made on these sales is added to the lunch money which makes it possible to serve chicken dinners at frequent intervals.

After leaving the office, we viewed Governor Small's residence which is just two blocks away, and in the evening we attended a vaudeville performance at the Majestic theater, as guests of the Springfield unit committee.

Owing to the large crowds that had come to Springfield that day to attend the eight-hour bill hearing, the hotels were crowded, but we managed to obtain one room with beds available for each one. We were all very tired and sleepy, and at "Doctor" Hobbs' suggestion that we have plenty of fresh air, the windows were all opened and we fell asleep inhaling Springfield's refreshing air. King Tut (Miss Kirkhoff) awoke at about 6 a. m., and aroused "Doctor" Hobbs to the fact that the room thermometer registered freezing—00. "Doctor" Hobbs and "Nurse" Eynon were kept busy taking temperatures to see that none of the crowd had contracted the "flu." They found Miss Ball had a severe cough, but she informed them it was a fourteen year ailment, and Miss Gallagher complained of a frozen toe, but succeeding in thawing it out after a few minutes' rubbing. King Tut in the meantime had fallen asleep under the mattress.

At 7:30 a. m. we arose and ate a hearty breakfast. Then we visited Lincoln's monument where a guide is stationed, who told of the attempted robbery of Lincoln's body. The cement inclosure which held Lincoln's body is covered with fresh flowers. Miss Fellows took a few snapshots. We then visited Lincoln's home. Mrs. Lincoln's grandniece is custodian of the home. Different articles of furniture used by Lincoln are still being used in the rooms.

In the afternoon we attended the hearing at the senate, where a crowd of about 800 people, including senators, representatives and various club members, and federation representatives, both for and against the bill, were present. The meeting was called to order by the committee chairman. He introduced Mrs. Lottie O'Neill, who originated and presented the bill. It was decided to hear the proponents first. The majority of speakers for the bill were women representing various Chicago clubs. Most of the arguments presented by them were based upon the supposition that in order to assure a more vigorous coming generation, the maximum working day of any woman employee should not exceed eight hours. The opponents of the bill, representing for the most part employees of different enterprises and public utilities, maintained the right to work a reasonable amount of overtime in order to enjoy the extra compensation, or to follow out some definite plan for the betterment of the respective modes of livelihood. The argument was also presented that the abolishment of overtime would deprive them of Saturday half holiday. The following telephone girls were called upon for speeches: Miss Young, representing the company; Misses Ball and McCauley, division No. 1; Miss Hobbs and Miss Kirkhoff, division No. 2, and Miss Gallagher of Woodstock. We all expressed to the best of our ability, just what freedom the eight-hour bill was taking away from the telephone girls, and also corrected the statement made by different speakers that the letters written by the girls to their senators and representatives were not voluntary.

Owing to the large number of delegates still to be heard from, a motion was made by the chairman of the committee to either call recess and continue in night session, or to postpone and continue at a future date. The second was made to adjourn to future date and motion carried.

It was a very trying ordeal for the girls who spoke, but we feel that the impression we made both by our presence there and the speeches we made, will be a great help to kill the bill.

In the evening the girls enjoyed a social evening, with dancing, where we had occasion to meet a few more senators and representatives and voice our sentiments against the bill. We arrived back in Chicago Tuesday, March 9, with the satisfied feeling that we had fulfilled our promises to the girls who sent us to do a good job.

---

unused to telephone equipment ceases to wonder that calls sometimes go astray.

The power plant consists of motors and dynamos, the latter being used to furnish the current for operating the selectors and charging the storage batteries, which are the life of the plant. Then there are little generators that make the current which rings subscriber's bells and make the dial tone, busy tone and ringing signals. All the machines are provided in duplicate, so that in the event of a failure, the reserve machine may be cut into service. In the basement is a 165-horse power gas engine, which is direct-connected to another generator, which can be used to operate the office in the event that both the outside sources of power fail for any reason.

Light Is Lost by Using Unwashed Globes

A PAN of soap-suds is one of the most effective means yet discovered for increasing electric illumination. Electric lamps often get dirty, especially in the kitchen, where there is grease and steam.

Tests disclosed that four classes of dirt collect on electric light globes. They are dust and dry dirt, oily and greasy dirt, acid fumes deposits and spots of paint, tar and varnish.

After the globes have been washed in soap and water their average light increase was shown to be as follows:

Dust and dry dirt globes, 78.4 per cent.

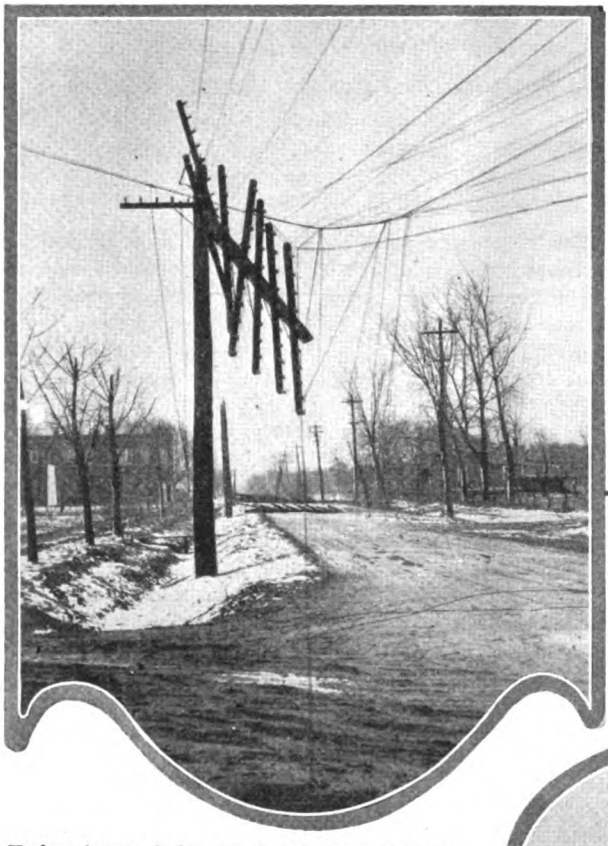
Oily dirt, grease and acid fumes globes, 147 per cent.

Paint, varnish and tar spotted globes, 67.2 per cent.

Digitized by Google

IN THE PATH OF THE STORM KING IN NORTHERN ILLINOIS

Photographs taken after the blizzard of March 11 and 12.



Harlem Avenue, looking south from Fortieth Street.



A typical scene in the Suburban Division.

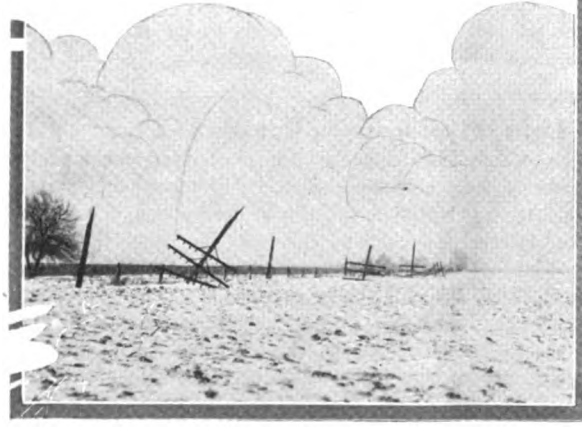


Telephone plant men were on the job night and day restoring communication.





Wreckage, mud and snow like this may be found in hundreds of places.





The picture on the left might be said to be a photograph of nothing at all. As far as the telephone plant was concerned this was almost the situation after the sleeting stopped. On the right—It was almost as bad. The inset above will give an idea of the difficulties of transportation which the plant men had to face.

Digitized by Google

MR. PLANT MAN GETS HIS INNING

Bats 1.000 in the Storm That Swept Suburban and Illinois Divisions March 11

"AS I see it, the lineman is the guardian of your service." That is what an artist wrote to a Bell company magazine. He associated "dependability" and "lineman," and referred to him as "the heroic figure of the man on the job outdoors."

If the statement had not been made earlier, it might have been suspected that the picture maker had been on a tour of the Suburban and Illinois divisions after the storm of March 11.

The wind and sleet have done their trick,
We're moggin' out o' town.
We're goin' to put the copper back,
There's twenty miles gone down.

Roll out, roll out, you climbin' bucks,
And show 'em where we shine.
Get on your spurs and safety belts,
There's trouble on the line.

—*Colliers*

On the night of March 11 the northern part of Illinois was swept by one of the worst snow, wind, rain and sleet storms of recent years. In the wake was found destruction—some 6,000 telephone poles scattered helter skelter along streets and highways. Many miles of wire were down and some towns were completely cut off from outside communications.

To get an idea of what happened in the plant department, imagine an enemy attempting a surprise attack on an army which is prepared for surprise attacks.

The Suburban division, whose plant destinies are guided by L. C. Jones, is divided into fifty-four sections. When the storm started toll repairmen and combination men living in those sections watched their respective lines. That was agreed on previously. Orders at the time were unnecessary. In case a line went "out" watchers got to the break, repaired it if possible, and when impossible, followed the line in, took account of the extent of the damage and the work and material necessary to make repairs. That was the work of the outposts, so to speak, and to do it as these men did this job, with the temperature hovering around zero and roads all but impassable, requires some gray matter and grit.

Before midnight the toll test room in Chicago had reports of lines down. Joe Vranek, the chief there, came from home. Others who were summoned were F. H. Lawrence, division plant engineer; B. F. Burns, division construction supervisor, and A. W. Rupp, division supervisor of buildings, supplies and motor equipment.

Residence telephone lists then came for more use. Mr. Lawrence had calls for Newhall Helmer in Evanston, J. S. Chase in Oak Park and L. W. Luckow in Joliet. They in turn each had from five to seven field engineers.

Construction forces and warehouse men were called to stand by for orders. This was done several hours before daylight. When dawn came many crews were on the job and others were sent out as fast as reports were formulated.

The southern portion of the Suburban territory practically escaped damage. Gangs there were rushed northward. Foreman George Van Steenberg with Foremen Harry C. Baker and Edward N. Schultz found roads impassable and went from Hammond to McHenry by train. Foremen John H. Harder, Thomas McGuire, Fred E. Meyer, Charles L. Lint, M. Daley, C. R. Miller, William Burr and others made long, hard trips to devastated points.

From the district headquarters at Evanston, Foremen W. S. Wilson, A. C. Hahn, G. E. Ladd, J. H. Wood, J. P. Cannon, G. C. Widegren and G. E. Rouse were sent to points around McHenry, Deerfield, Barrington and other exchanges.

From the district headquarters at River Forest every available foreman was sent out on repair work, including Foremen E. A. Schnulle, William Rode, C. M. Jerdee, H. Weichsel, S. D. McIntyre, O. E. McMahon, W. F. Pringnitz and H. W. Barry.

The conduit forces were turned over to storm work and were sent out to assist in clearing the roads and digging pole holes. This group consisted of Foremen J. E. Rowe, C. Maielli, C. Luthman, A. Davis and J. Kosky.

Getting men and materials on the jobs was a case of dig and shove, for in many places the snow was above the hubs of the automobiles. The Ford that Bill Webber of the engineering department was driving became so exhausted from his persistent efforts to get through that it fell over on its side. That did not stop Bill, but he must consider his case lightly compared to some teammates with similar names in the Illinois division.

They are A. A. Webber, line foreman, and L. H. Weber, lineman, who, with Supervisor Fleming and D. W. Bolin, lineman, strung a circuit across the Rock river at Dixon. With the mercury trying to break the bottom out of the thermometer, a sixty mile gale blowing and a swift current in the river these men attempted to cross in a row boat. Fleming and Webber were pulling the boat across by a No. 12 copper wire which had not been torn down. Weber and Bolin were paying out the wire for the new circuit from the back of the boat. As they neared mid-stream the wind and current made it impossible to keep the boat steady and it capsized, giving the boys an ice water bath and a hundred foot swim. Undaunted, they obtained another boat, tackled the job again—and succeeded.

The task in the Illinois divisions was an enormous one. On the morning of March 12 P. J. Ramsey, division plant superintendent; T. F. Ryan, division construction supervisor, and L. G. Lemley, division supervisor of toll construction, had their gangs distributed.

The local exchange forces of the storm damaged districts "stood by" to a man, taking care of the places that were not destroyed so bad as to require an

"—don't care a hang for an eight hour law."

AFTER the recent storm, Miss Cecelia Burke, chief operator at Rockford, sent a memorandum to Carl Armstrong, district traffic manager.

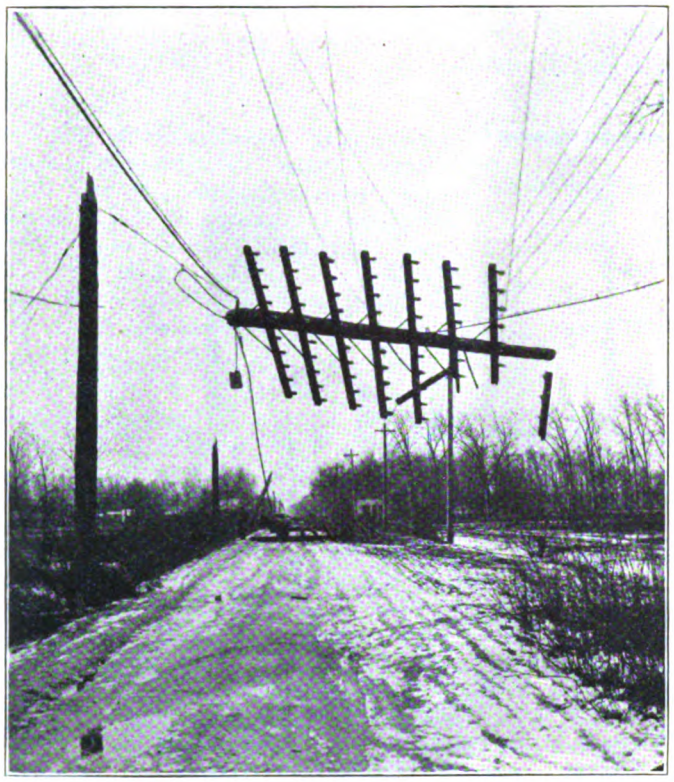
*"Snow started about 7:30 Sunday night; about 8:30 things began to happen—trees falling, etc. Lights went out at 9:30. I called the office—Mrs. Sammon in charge. She said lines were going out—gas lights—girls staying on—thought they could handle it. I retired but got up before 11 and called again. Things getting worse. Not being able to get a taxi I walked the fifteen blocks through the blizzard and after that nothing is impossible. Climbing over all the trees I did I'm ready for the golfing season. To put it lightly it was a mess. Ten o'clock girls stayed until 12 but the terrific load kept up till well past two and then the waiting rooms were full over night. * * * About two I managed to get away to make coffee getting my light by using a three-inch flash light. Every time I took my thumb off the switch it went out and the coffee boiled over.*

"By being here all night Sunday it enabled me to get the lines plugged up and lists down to the plant as soon as they arrived in order to get the red plugs in.

*"We had to send taxis for some girls but most walked. No cars * * * One girl walked 24 blocks.*

"On the whole we are getting along splendidly without any confusion. Good spirit among the girls who don't care a hang for an eight hour law."

Digitized by Google



DAMAGE BY STORM OF MARCH 11
Harlem Avenue, Chicago, South from Ogden.

extra gang and in every instance where extra gangs were sent in the exchange forces worked shoulder to shoulder with them and never was coöperation more clearly defined than here.

Immediately upon receipt of reports from the districts the gangs were distributed as follows:

W. A. Johnson, division supervisor of aerial construction, was sent to Rockford to take charge of all crews in the Rockford district.

Line Foremen D. C. Mair and C. R. Loyal and crews of Supervisor Wilson's force who were at Champaign were sent to Dixon, where they immediately set in to repair the toll lead from Dixon to Amboy.

Line Foreman Ben Noble and crew of Supervisor Wilson's force was sent to Rochelle to repair the toll leads out of that town.

Line Foreman Leroy Douglas and crew of Supervisor Schaeffer's force went to Belvidere to work on the Chicago-Rockford lead.

Line Foreman I. Patterson and crew of Supervisor Fleming's force went to Byron.

Supervisor Fleming with Line Foremen Webber and Burkholder and crews and L. M. Sprague, right-of-way agent, were sent to Dixon, Supervisor Fleming taking charge of all crews being sent to that town.

Supervisor Jordan with Line Foremen Armstrong, F. L. Elhoffer and Mercer and crews went to Galena.

Line Foreman James Pruett and crew of Supervisor Nuess's force at Peoria went to Mendota.

Line Foreman H. E. Elliott of Supervisor Thomas's force at Rockford was doing routine order work at Sterling and was placed on storm damage on the Sterling-Clinton, Ia., lead.

Line Foreman R. L. Watson of Supervisor Fleming's force took up the repair work on the Rockford-Beloit lead.

Supervisor Thomas, who is doing estimate work in Rockford, immediately took up the work of restoring service in Rockford and vicinity.

Line Foreman J. F. Smith was placed on repairing the Rockford-Chicago lead between Rockford and Belvidere.



"IT WAS A CASE OF DIG AND SHOVE"
These plant men found that clearing trouble with a Ford was out of the question the day after the big storm. The snow was so deep that no motor vehicle was able to force its way through without help.

Supervisors Nuess, Krems and Lentz each furnished three drop men for repairing drops in Rockford, Sterling and Galena.

Supervisor L. O. Wright with Line Foremen W. U. Mitchell, L. T. Charnesky and H. Reining remained in the south-central part of the state where the storm also did considerable damage.

Supervisor M. L. Long and gangs were called upon to repair damage in Collinsville and vicinity.

Linemen Gustafson and Moore each with one man doing retransposing work, were started on storm damage repairs between Galva and Geneseo and Buda.

Linemen Rouleau, Dillon, P. L. Williamson and R. J. Williamson of Supervisor Nuess's force at Peoria were sent to Rockford to report to W. I. Thomas.

Upon arrival at the various places by the crews, no time was lost by the boys getting into action to restore the disrupted service, although many of them had put in a day of hard work the day before and had traveled all night the night before without sleep or rest, they hopped to it with vim and vigor. The old loyal Bell spirit was everywhere in evidence. It was the spirit of service—a spirit beyond thought of advancement or reward—the every day spirit of the telephone lineman of the Bell System.

G. K. McCorkle Commends Joliet Toll

DURING a recent visit to Joliet, G. K. McCorkle, general supervisor of traffic, made some toll line studies and states that he was favorably impressed with the way the toll was being handled. Later in a letter to H. E. Eldridge, division superintendent of traffic, he said:

"I was especially impressed with the intelligent manner in which unusual cases were treated. One call in particular, to Springfield, required resourceful handling to effect its completion and I shared the operator's sense of satisfaction at her achievement in completing the call under difficult conditions.

"The application of the instructions for overlap ringing on toll calls appears to be complete and thoroughly successful at Joliet.

"The supervisory attention to uncompleted calls was quite noticeable. I think that the completion results at Joliet reflect the good work done by the supervisors, who seem keenly alive to the status of each uncompleted call.

"I am sorry that Mr. Peterson was absent because I wanted to tell him how favorably I had been impressed by the work and results of those who are associated with him at Joliet."

Digitized by Google

APRIL A MONTH OF STIRRING EVENTS IN AMERICAN HISTORY

By A. T. Irwin

APRIL has been a fateful month in American history. The three greatest wars and one lesser war waged by this country began in that month. The first shot in the long struggle between the North American colonies and England, which paved the way for the formation of the American Union, was fired in a little village in Massachusetts in April, 1775. The American Civil War began in April, 1861, when the Confederate General Beauregard fired on Fort Sumter in Charleston harbor. The war between the United States and Spain was declared in April, 1898, and the declaration of war against the Imperial German Government by our Congress was made in April, 1917.

APRIL DATES IN AMERICAN HISTORY

April 6, 1512—Ponce de Leon discovered Florida.
April 18, 1775—Paul Revere's Ride.
April 19, 1775—Battles of Lexington and Concord.
April 30, 1789—Washington inaugurated first president.
April 30, 1803—Louisiana bought from France for $15,000,000.
April 12, 1861—Fort Sumter attacked.
April 13, 1861—Fort Sumter surrendered.
April 6, 1862—Battle of Shiloh.
April 3, 1865—Richmond captured.
April 9, 1865—Lee surrendered.
April 14, 1865—Abraham Lincoln assassinated.
April 25, 1898—War declared against Spain.
April 6, 1917—War declared against Germany.

In all of these wars and in others in which she took part, America has been victor. While we do not look upon military success as the measure of the greatness of a nation, we believe that in every one of these wars our country was right, and we have a right to point with pride to the effects upon human civilization which have followed these great victories. Therefore, there can be no better time than the month of April to look back over some of the events of the past and refresh our memory or recall our study of the things which have happened in history to make our people and our institutions what they are today. Such will be the purpose of this brief article and others which may follow in the BELL TELEPHONE NEWS.

Age of Discovery and Exploration

For almost one hundred years after Columbus, and the Spanish, Portuguese and English explorers and adventurers who followed him across the Atlantic, had proved the existence of a mighty and hitherto unknown domain, no permanent settlement was made on the North American continent. The early visitors were seeking wealth which they might seize and carry back to Europe. In 1565 Spaniards settled St. Augustine, in the present state of Florida, but this settlement played little or no part in subsequent American history as it was not until some time after the Revolution that the territory now included in the state of Florida came into the United States.

America was settled by the English, who came to these distant coasts to escape religious persecution or to improve their condition. The first permanent settlement was made at Jamestown, Va., in 1607. The Jamestown settlers were a mixture of yeomen, cavaliers or "gentlemen," and swash-buckling soldiers. The people who settled New England were of sterner mold. They had fled from England after being persecuted for their religious opinions and they built homes along the forbidding coasts. Baptists came and settled Rhode Island. Catholics founded homes in Maryland. Methodists settled Georgia, while the Puritans multiplied in Massachusetts, New Hampshire and Connecticut. The Quakers came to Pennsylvania and set an example of perfect relations with the savages of the forest beside whom they lived in complete accord. French Hugenots settled North Carolina and Episcopalians came to Virginia and South Carolina. The Dutch entered New York Bay and sailed up the Hudson, afterwards founding New Amsterdam, which has now become the world's mightiest city. Swedes found homes on the banks of the Delaware. During this period, the Spaniards, turning their energies southward, had conquered Mexico and Peru and carried away untold treasures in jewels and precious metals. The French made precarious settlements in frozen Canada and French Catholic missionaries penetrated into what is now the Middle West. Balboa, an adventurous Spaniard, climbed the heights at Panama and gazed on the limitless Pacific. Another Spanish adventurer, De Soto, pushed his way through the forests and marshes and sailed down the Mississippi. These discoveries, explorations and settlements set the stage for the second act in the drama of American history which began in the seventeenth century and finished when General James Wolfe fell, mortally wounded, before Quebec.

French Lose America

The gradual increase in population and wealth of the settlements along the Atlantic brought on jealousies and conflicts between the colonists themselves, and the wars, which at this period ravaged Europe, also had their echoes on this side of the ocean. It would be of no present value to go into the obscure and confused causes which produced these bloody contests, but they had a greater permanent effect among the scattered settlers in America than they had in the old world where wars were incidents of the daily and yearly life of the people. When the four contests which we know as the French and Indian Wars came to an end, the French power in America was virtually extinguished. The continent of North America from New Spain to the extreme north and from the Atlantic ocean to the Mississippi river came under control of England. The Dutch in New Netherlands and the Swedes in New Sweden had been early overcome and these settlers were willingly absorbed into the mass of English colonists. The curtain fell on this act when General Wolfe took Quebec, the French stronghold in America, although both Wolfe and Montcalm, the French commander, died in the action. These wars were not of great interest to the mass of American colonists and were fought for the most part by English soldiers.

The English settlers brought with them their language, their literature and their laws. They founded schools and colleges where English learning was taught. In their homes and in their social usages they followed English customs. These things account for the fact that we speak the English language today and that our laws are largely based on English jurisprudence.

At the close of the French and Indian wars we find thirteen well-established, well governed, orderly and cultured communities, each of them enjoying a large measure of political independence founded for the most part upon royal charters. These charters, though differing in terms, gave in all things a large measure of home rule. In fact the several American colonies were, to all intents and purposes, self governing with the exception that they were not united and that each one derived its liberties from the mother country and looked to the mother country for protection. There were no naval or military establishments, but the courts of justice and all civil authority sprang from the pepole. This condition had developed partly from the indifference of a large and powerful state toward an obscure and relatively poor people thousands of miles away. But by the end of the seventeenth century things had so altered that the English began to look with more

Digitized by Google

and more interest upon the colonies across the sea, whose trade was becoming of more and more value and importance.

Parliament Attempts to Tax the Colonies

As early as the year 1651, a Navigation Act was passed by the English Parliament which forbade America to ship any goods in other than English vessels, or to buy anything from other than English merchants. This act created great dissatisfaction and many protests and encouraged much smuggling. Still the colonies grew and prospered, and the British parliament, hard pressed to obtain money to pay the expenses of the wars in which the country was continually engaged, conceived the idea of levying direct taxes on the colonies. This was the mistake which brought about the American Revolution and the establishment of the United States of America. If the British Ministry had applied to the several colonial legislatures with a request for aid through taxation, the taxes to be levied by the Colonial Assemblies elected by the colonists, it is not beyond belief that such taxes would have been levied and paid with more or less good will in the interest of the general welfare, as grants of money to the Crown for governmental purposes had often been made. But the stubborn and bigoted English King, George III, and the complacent ministers whom he was always able to find, scorned the little assemblies of colonists, brushed aside their rights, often guaranteed by the king's predecessors in their royal charters, and persisted in the attempt to collect taxes in direct opposition to the will of the people.

The famous, or infamous, Stamp Act made it the duty of the American colonists to buy stamps and use them in various ways. The colonists refused to buy the stamps, and the Stamp Act became a dead letter. It was at length repealed. But even this lesson did not show King George III and his ministers the danger they were rushing into. More taxes were voted by the English Parliament, including a tax on tea to be paid at colonial ports.

The news of this imposition reached America and was received with deep indignation. In a short time a small fleet of ships of the East India Company reached Boston, New York, Philadelphia and Charleston. These ships carried a large quantity of tea. One night a group of "Indians" boarded the tea ship in Boston harbor and threw all the tea overboard. This was the famous Boston Tea Party. When the news of this reached England the King decided to send an army to Boston to overawe that colony and force it into obedience. The Port of Boston was ordered closed.

News of these things spread through the colonies and caused the most profound excitement. Equally determined to sustain their liberties, the other American colonies began to take measures for defense and it was proposed to call a Continental Congress to devise and put into effect measures for the general defense of all the colonies. This congress met in Philadelphia in 1774.

The Massachusetts colonists, particularly in the neighborhood of Boston, were zealous in their efforts to provide for the defense and to be as well prepared as possible to cope with the small British army which occupied Boston. For this purpose they collected military stores, placing them in convenient locations. The British heard that a small quantity of such stores was gathered in Concord, a few miles west of Boston, and the British commander determined to destroy them.

Paul Revere's Ride

For several weeks this attempt had been expected; a strict watch had been kept and signals were concerted to announce the first movement of the troops. On Tuesday, April 18, 1775, a day whose memory is sacred in the hearts of patriotic Americans, a small force of British grenadiers and light infantry left Boston under command of Lieutenant Colonel Smith. They crossed from the foot of Boston Common to East Cambridge where they received a day's provision and at midnight took the road through West Cambridge to Concord. The alert Americans did not fail to observe this movement, and William Warren, who had been leader in the Massachusetts measures for defense, was immediately informed. Warren sent William Dawes through Roxbury to Lexington, and at the same time, asked Paul Revere to set off by way of Charleston. The ride of Paul Revere has been immortalized in a great poem by Longfellow. He paused only to arrange with a friend to raise the concerted signals, and five minutes before the British sentinels stopped all egress from Boston, two friends rowed him past the British man-of-war *Somerset* and across the Charles river. Here he took a horse and rode through the night, stopping at almost every home and warning the people that the British were coming. Thus, the British troops found that their advance had been heralded and Colonel Smith sent back for a reinforcement. Through the early morning hours the summons rang from house to house. At two o'clock Lexington common was alive with the "minute men," as they were called—but not alone with the young men, but the old also. The roll was called and about 130 answered to their names. John Parker, the captain, ordered every one to load with powder and ball, but to take care not to be the first to fire. The watch was set and the men were told to return to their homes to be ready on signal.

Battle of Lexington

The last stars were vanishing from sight when the foremost British party, led by Major Pitcairn, was discovered advancing quickly and in silence. Alarm guns were fired and the drums beat. Less than seventy responded. The British, hearing the alarm, halted to load; the remaining companies came up; and about a half hour before sunrise the advance party came on double quick Major Pitcairn rode in front, and when within five or six yards of the minute men, cried, "Disperse, ye villians, ye rebels, disperse; lay down your arms." The Americans stood motionless, too few to resist, too brave to flee. Pitcairn discharged his pistol and cried "fire." The order was followed by a heavy and deadly discharge of musketry. It was slaughter, not a battle, and Captain Parker ordered his men to disperse. But Jonas Parker, the strongest and best wrestler in Lexington, had vowed never to run from the British troops. A wound brought him to his knees and a British bayonet was thrust through his heart. Others were killed as they fled. Seven American patriots died in the battle of Lexington, and nine others were wounded. "They gave their lives in testimony to the rights of mankind and bequeathed to their country assurance of success in the mighty struggle about to come."

The events just described took place early in the morning of April 19. After their triumph, as they considered it, the British troops marched on to Concord. Women and children fled to the hills for protection and the cannon and what was left of the military stores were hidden away. News of what had happened spread for miles and the minute men and "Sons of Liberty" dropped their tasks, seized muskets and powder horns and hurried into Concord. Between nine and ten o'clock the number of Americans on the rising ground above Concord bridge had grown to more than 400. The bridge itself was held by the British troops. In the village was the major who had commanded at the slaughter at Lexington. Smoke rising from the town made it appear that it had been set on fire.

Although at this time no American would have presumed to declare that he was anything but a good subject of the king, the sight of the British redcoats and the smoke rising from the town was too much for the patience of the patriots. Colonel Barrett, in command of the colonists, gave the order to advance, but not to fire unless attacked. The men went down the hillock, entered the road, then the main road and turned in the causeway that led to the bridge. The British began to take up the planks and the Americans quickened their steps. Then the British fired. At the second volley two men in the front ranks of the advancing Americans fell dead. The patriots returned the fire and two of the British fell. In two minutes it was over. The British retreated in disorder toward their main body, and the countrymen were left in possession of the bridge. This was the battle of Concord.

Digitized by Google

British Retreat

Having accomplished as much of their purpose as was possible, the British began their return to Boston, but by this time the whole countryside was aroused. The minute men ran over the hills, opposite the fertile fields, crossed pastures, and each man, acting on his own impulses, placed himself in ambush. As the British went by they were fired on from all sides and the retreat to Boston became almost a rout. The officers attempted vainly to stop their flight. They were driven before the Americans like sheep. At last, about two in the afternoon, the officers were able to re-form them under very heavy fire. Reënforcements came out of Boston and the cannon kept the Americans at bay. All day the retreat continued until a little after sunset the survivors escaped across Charlestown Neck. During the day, forty-nine Americans were killed, thirty-four wounded, and five missing. The loss of the British in killed, wounded and missing was two hundred and seventy-three. All day long the men of Massachusetts streamed in, and when the British reached Boston they found themselves closely beleagured in the city.

Thus began the fighting which continued for six years until the last British army left on this side of the water finally surrendered at Yorktown. The battles of Lexington and Concord are samples of what went on, more or less constantly, during the struggle. As Napoleon Bonaparte remarked, "The American Revolutionary War was an affair of outposts." It was seldom that any considerable body of troops was engaged at one time.

The events of Lexington welded the colonies into one body. From that day forward it was not the men of Virginia, of New York, or Massachusetts who were fighting. It was the people of America. Up to that time, few, if any, had any clear idea of independence, but the talk of political separation from the mother country started immediately and little more than one year later the Liberty Bell on Old Independence Hall in Philadelphia rang out the birth of the United States of America. The Revolutionary War was a long, cruel, bloody war of brother against brother. But the cause of human liberty was the stake and there could be no turning back after the fateful battle of Lexington.

The results of this war were not confined to America. The English government learned that it could not coerce a free people and treat it as a conquered nation. The British Empire as it is made up today, largely of self-governing units such as Canada and Australia, has been built on the principle of home rule, the result of the lesson learned from the American Revolution. The French Revolution, which came a few years later, was inspired largely by the example of the patriots of Lexington, Bunker Hill, Saratoga and Yorktown, who stood for human rights as against the power of kings and chancellors. As long as the world stands, the brave deeds and heroic sacrifices of these people will be remembered.

Telephone People Banquet at Sterling

UNDER the auspices of the Sterling Traffic Federation a banquet was held on Tuesday, March 13, in the I. O. O. F. hall as a sequel to the successful dancing party given a short time ago by the federation. Covers were laid for thirty-six guests at tables prettily decorated in keeping with St. Patrick's day.

Henry C. Allen, state representative from Lyndon was an honored guest. Miss Ann Higgins, in behalf of the telephone employees, gave an address in regard to the proposed amendment to the ten hour women's labor law. She told why the federation members are opposed to the proposed amendment, saying that they are only required by the company to work eight hours and are paid time and a half for all overtime. "According to the new law," she stated, "it will be impossible to work and serve the public in time of an emergency. Operators are not compelled to work overtime but may do so of their own accord. In case of elections or disasters, for instance, they may respond and serve the public to the best of their ability, but if this law is passed it would be detrimental to the service as the employees would not be allowed to work, and at the end of eight hours, regardless of what disaster were prevalent, the operator would be compelled to leave the switchboard. While we cannot see what advantage the eight hour law would be to any woman, it is certain it would be absolutely detrimental to the telephone operator. Out of loyalty to the public, to the company and to the operator, it is the unanimous opinion of all that the telephone employees should be exempted." Therefore an appeal was made to Representative Allen to use every means available to have telephone employees exempted when this amendment is brought before the legislature.

Representative Allen responded with a very interesting talk, saying that he was very glad to hear that there were a few women who are opposed to the new eight hour law and that he personally thought that after the struggle womankind has given to be on an equal plane with man, this act of restricting their hours of work will be a detriment to them. Representative Allen stated that he had been somewhat of a telephone man himself, having been a director in a small exchange and that he could readily see that the attitude of the young women towards this proposed bill is one coming from a spirit of loyalty to the people they serve. He stated further that when he entered politics one of the pledges he made to himself was that he would make no promises. However, he assured the girls he would do all he could for them and that every one of the letters he received from them would go with him to Springfield to be used as positive proof that there are a great many women in his district who are opposed to the eight hour labor law for women.

Mr. Allen then read a circular which he had received from the National Women's Party strongly opposing the proposed amendment to the present bill.

Gary Operator Aids Quiet Operating Room Movement

IN THE February issue of the *Service and Revenue Bulletin*, published by the Pittsburgh division of The Bell Telephone Company of Pennsylvania, appears a story and letter about Miss Emma Kleber, now a Gary operator, but formerly of Schenley office, Pittsburgh. The article states:

"Our own true story this month concerns a former employee of one of our Pittsburgh city offices and has to do with the Quiet Operating Rooms movement. The story is told in a letter which G. B. Davenport, the young lady's district traffic manager, sent to H. E. Eldridge, his division superintendent of traffic, and which was as follows:

> Some time in December, Miss Emma Kleber was transferred from the Schenley office in Pittsburgh to our office at Gary. Being a new employee, the chief operator was quite interested to know the quality of her work, and to determine it stood behind the position to which Miss Kleber was assigned. The chief operator was at once surprised to note that she could not hear the operator's voice, although she was standing quite near her, so she listened to her work through the No. 140 observation set. The chief operator was again surprised to find that the subscribers not only did hear her but also seemed more prompt in acknowledging repetition.
>
> Miss Kleber's tone of voice spread throughout the force like an infectious disease, with the result that our operating room is much quieter than it had been and we like it.

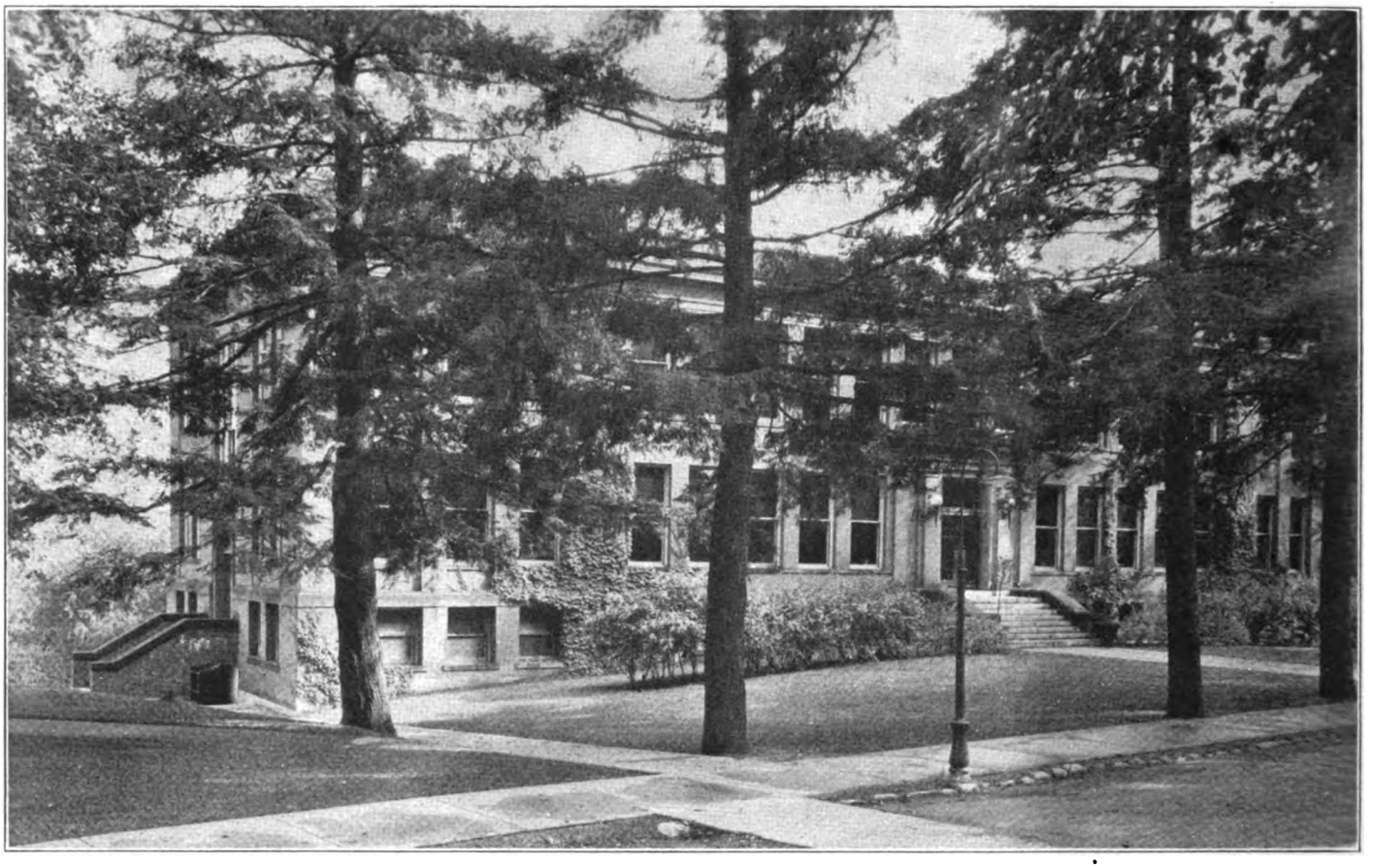
"We are proud of you, Miss Kleber, proud of your success in your new location and of the able manner in which you have carried with you and 'sold' to your new associates, the principle that Quiet Operating Rooms make for the best in telephone service."

You Naughty Cop

TRAFFIC COP: "Say you! Didn't you see me wave at you?"

Mirriam: "Yes, you fresh thing, and if Henry were here he'd paste you one for it."—*Sun Dodger.*

Digitized by Google



HUBBARD HALL, CLARKE SCHOOL FOR THE DEAF, NORTHAMPTON, MASS.

Memorial Fund Will Continue Dr. Bell's Work of Teaching the Deaf

To the Employees of the Bell System.

The Clarke School for the Deaf at Northampton, Mass., is raising a fund for the support of the School to be known as the Alexander Graham Bell Fund of Clarke School for the Deaf.

Professor Bell was a teacher in this school, where he first met Mrs. Bell. His work there led him to the studies which produced the telephone. He was President of its Board of Trustees at the time of his death, and the fund seems to me to be a very suitable memorial to him. This is not a Company matter. It is a personal matter. Our life work is in an institution which grew out of the product of his mind.

I was glad to have my attention called to this fund and take this means to call it to your attention. If you want to make a contribution, send it to Calvin Coolidge, Chairman, Endowment Committee, Clarke School, Northampton, Mass., and mention the fact that you are a telephone employee.

H. B. THAYER.

THE Clarke School for the Deaf, founded in 1867, is in Northampton, Mass. To this school Alexander Graham Bell went as an instructor in 1872—four years before the invention of the telephone. His interest in the institution he retained throughout his life, serving it as a trustee from 1898 and as president of the board of corporators from 1917. To its support he made many substantial financial contributions, as did the family of Mrs. Bell, two of the school's buildings having been erected in memory of her father and mother.

In order that the work of the school on behalf of the deaf may be continued and extended, an endowment fund of $500,000 is being sought—the first public appeal the school has made since it was founded fifty-five years ago. The Hon. Calvin Coolidge, vice president of the United States, himself a resident of Northampton, is chairman of the endowment fund committee.

In appreciation of Dr. Bell's interest in the subject of work for the deaf in general and in the Clarke School in particular, it is proposed to raise $100,000 of this amount as a memorial to him.

The Clarke School has often been called "The Mother of the Oral Method." In teaching the deaf through lip-reading and instruction in use of the voice it was the pioneer and has always been the leader. Its purposes are two-fold; the instruction of deaf pupils and the training of teachers, themselves able to hear and speak, who can carry on work among the deaf in other institutions, public or private.

The widespread influence of the school is best illustrated in the Normal department, graduates of which are now teaching the deaf in fifteen private and sixty-five public institutions in forty states and four foreign countries.

Perverted Proverbs

IN this modern and fast moving age many of the old-time mottoes and proverbs have become rather out-of-date and meaningless. The whole list needs revision. Therefore, we feel that we are engaged in a noble work as we undertake the task. The list is a long one and we cannot hope to complete it at one sitting. Consequently, we'll trot out a few each month. We will start with the following:

Uneasy lies the head that wears the brown derby.
Be just and keep out of jail.
Never change tires on a railroad track.
Beauty is less than skin deep.
There is many a dull word said in a joke.
If the shoe fits you'd have no corns.
He jests at cars who never drove a Ford.
Love, and the world laughs at you,
Weep, and it laughs some more.
Never look a gift auto in the engine.
There is many a slip twixt the price and the sip.
He who runs may become fatigued.
All the world loathes a loafer.
Every man to his own hootch.
The burnt child buys himself a cigarette holder.

—*The Transmitter.*

—L

Digitized by Google

GEN. CARTY TALKS ON "WORLD COMMUNICATIONS"

Commercial Club Members in Chicago Hear Roll Call of Twenty Cities—Place of Radio Defined

"THIS is Havana, Cuba, Mr. Caldwell speaking." And a few minutes later, "This is San Francisco, California, Mr. Bates speaking." In that few minutes eighteen other cities between Havana and New York and New York and San Francisco were on the line and being heard by the members of the Commercial Club at its meeting in the Congress hotel, Chicago, March 9.

The demonstration was staged by Brig. Gen. John J. Carty, vice president of the American Telephone and Telegraph Company, with his talk on "World Communications."

In introducing Gen. Carty, B. E. Sunny, president of the Commercial Club, said that the telephone has been in almost universal service for so long it is difficult to believe that in the beginning it was regarded as an interesting scientific discovery rather than a device of commercial and domestic utility.

"Its application to everyday use had to be worked out by men with no previous experience," said Mr. Sunny. "For the first three or four years the results were not satisfactory. The service was slow, the wires were noisy, and talking was possible only when the distances were comparatively short."

Instructions to subscribers printed in the Chicago telephone directory of June 1, 1879, were read by Mr. Sunny and showed the contrast between the system of that day and the uses to which it is practical to put the telephone today. These were the instructions:

> First: To call the exchange office to which your wire runs push up the knob underneath the call bell—hold it up while you give one or two turns to the crank (which is enough). If everything is right your own bell will ring, too.
>
> Second: The exchange office will answer by a short ring at your bell. Then state your name and that of the party you want; unhooking telephone while you talk. Hang up your telephone, and wait till notified by long ring that your party is being rung up. If he is in his office and answers the call, you will find him at the other end of the line at once. If he does not answer the first ring, the exchange operator will call him again.
>
> When through talking, hang up your telephone and give one short ring for disconnection. This ring should always be given by the party asking for connection.
>
> NOTE: Parties having a switch on their bell boxes instead of a hook—must remember to turn the switch to the RIGHT when talking; at all other times INVARIABLY to the left.
>
> A ticket is made at exchange office for each connection asked for. Unless connection is delayed over ten minutes, do not repeat the call when your connection is not made instantly—because it simply piles up more than one ticket for but one connection and creates confusion.

"Incidentally," Mr. Sunny added, "it is an interesting fact that this telephone directory was the first to print numbers in front of the names, but you will have noticed that in the rules I have read subscribers were not asked to call by number. Indeed, the opposition to the use of numbers was so great the idea had to be dropped and the numbers were omitted in the next directory. Subsequently, when there were five or six hundred subscribers, numbers had to be insisted upon.

"There were less than 5,000 telephones in Chicago in 1887, ten years after the exchange was started, and 28,000 in 1900; in 1910, 240,000; and now 648,000.

"It might be said that it required the first twenty years to get rid of knobs, switches and bell cranks; to clear the wire of noises; to develop speedy and accurate switching apparatus; to find out how to make cables for underground work to replace the masses of wires in the streets and on the roofs.

"The conditions in Chicago in 1879, as outlined, were about the same as elsewhere, and it was in that year that our distinguished guest began his telephone career in Boston, operating a switchboard for $5 a week. The mysticism and romance that lay back of the cords and plugs and tangled wires, and the obvious crudity and inadequacy of the apparatus, made a strong appeal to the imagination and ingenuity with which he was generously endowed and since then, while he has always been a loyal family man, we sometimes suspect that the telephone with him is 'next of kin.'

Telephone Troubles a Challenge to Carty

"In his enthusiastic zeal, he seemed to regard the infantile maladies of the telephone a personal challenge, which he at once accepted. He worked and preached early and late for their elimination. He made important inventions and discoveries, but, more than that, he was the inspirer of great discoveries and inventions by others. The universal system of verbal communication is the product of many scientists, engineers and inventors, but Carty, whose labor spans the lifetime of the telephone, and whose patience, courage and vision are associated with the solution of almost all of the big problems, will always be accorded generous and grateful acknowledgment.

"Bell made the telephone talk. Carty made it talk so we could understand it!

"Professor Michelson, speaking of his own great achievements, says: 'Those things that look rather big at the time are the result of desultory thinking that finally all comes together.'

"When the war came the desultory thinking of Carty for almost forty years took immediate and substantial form in the organization of a personnel and the marshaling of electrical appliances and devices for the aid, support and protection of property and men.

"He became a major in the Signal Officers' Reserve Corps in January and was promoted to colonel in August, 1917, and served in France from July, 1918, to May, 1919.

"The Signal Corps of the A. E. F. comprised 147 battalions of 54,000 men.

"It built, almost over night, complete telephone cities for the huge cantonments for the newly created hosts of the National Army. It supplied a technically trained personnel for the signal service; for administrative; and for front line duty; for the navy; for special wire radio; anti-submarine service, and the dozen other branches of the military and naval activity.

"It transplanted on French soil a complete American system of electrical communication with devices and methods of which Europe had scarcely dreamed. It pushed its work under shell and machine gun fire; supplying wire communication that linked the onrushing infantry to its base of command and supply.

"It bent the creative thought of a large corps of highly trained inventors to new and uncanny military devices, which widened the range of wireless speech in the air; aided the navy to track submarines; located the direction of enemy gun fire and of hostile aircraft maneuvering in the dark.

"It is said that wherever General Pershing stopped there was a telephone at his service to put him in quick communication with his staff and the allied armies.

"The war over, Carty was communications officer of the Peace Commission, and in December, 1921, he was made a brigadier general in the Officers' Reserve Corps.

"His services were further recognized by the Distinguished Service Medal by the United States, and his designation by France as an officer of the Legion of Honor."

In his talk General Carty said:

General Carty on "World Communications"

"Of all the agencies employed in the electrical communications of the world, the telephone is the most wonderful. Tonight I shall speak of its achievements and possibilities. The telephone art, more than any other, is a product of American institutions

Digitized by Google

and reflects the genius of our people. The story of its development is a story of our own country, of American enterprise and American progress. The best that is used in telephony throughout the world is American, and it is manufactured here in Chicago in the great works at Hawthorne. There, is located the largest industrial establishment in Chicago, and by far the greatest manufactory of communications material to be found anywhere upon the earth. This institution, now providing work for 30,000 of your population, was founded by a distinguished business man of Chicago who was for many years an active member of this club—the late Enos M. Barton.

"Throughout the world, among those engaged in electrical communications, no city is of greater interest than Chicago. From all the civilized countries of the earth, government departments of communication as well as communications companies send their experts to Chicago to observe, in the making, such marvels of equipment as we shall see in operation tonight.

Chicago's telephone system itself is an electrical complex of wires and stations resembling an immense nerve ganglion, vitalizing the activities of this great city upon which the commerce, the agriculture, and the industries of the country and of the world so much depend.

"For another reason these experts from abroad come here to study the telephone art. Chicago is situated at the center of the great telephonic trunk line—a marvel of scientific construction—which carries the tones of the human voice from Cuba to California. From Chicago radiate in all directions great telephone nerves of communication which extend throughout the continent, connecting together fourteen million stations, and rendering service to a hundred million people. The telephone system of Chicago itself is an electrical complex of wires and stations resembling an immense nerve ganglion, vitalizing the activities of this great city upon which the commerce, the agriculture, and the industries of the country and of the world so much depend. Within the city of Chicago alone, there are more telephones than in all of France, and more than are to be found in Australia, Italy, Belgium and Switzerland combined. Chicago has more telephones than London, Paris, Rome, Brussels and The Hague added together.

"With the products of Chicago manufacture, Americans have constructed in our own country an electrical system of communications of transcendent magnitude and usefulness. They have made the telephone into a powerful agency for the advancement of civilization, eliminating barriers to speech, binding our people into one nation, and now reaching out to the uttermost limits of the earth.

World System Not a New Theory

"The idea that a world system will some day be established is not employed merely to create an interest in what I shall have to say tonight. From the beginning, it has been an article of faith with the telephone pioneers. In the charter of an American telephone company, written in the early days of the art, you will find it set down in calm, legal phraseology as the ultimate objective of a company of far-seeing American men of business. At the time that this charter was written none of the great improvements which we have made since had been accomplished, and telephone service from New York to Boston, and even from New York to Philadelphia, was unknown. Indeed, talking through underground cables for more than a few miles was impracticable. From this remarkable charter I shall read but one clause, as follows:

> And it is further declared and certified that the general route of the lines of this association, in addition to those hereinbefore described or designated, will connect one or more points in each and every city, town or place in the State of New York with one or more points in each and every other city, town or place in said state, and in each and every other of the United States, and in Canada and Mexico; and each and every of said cities, towns and places is to be connected with each and every other city, town or place in said states and countries, and also by cable and other appropriate means with the rest of the known world.

"When these words were written we had wire and cables, and now, marvelous to relate, in the new art of radio, we have, exactly as foreshadowed in the charter, the 'other appropriate means.'

"Nowhere in history can be found such faith as this on the part of business men in the possibilities of science, and nowhere can there be found a record of such confidence in the scientific men upon whose work they based their expectations. After what you will see and hear tonight, I am sure that you will agree with me that never before has the business man's belief in the possibilities of science been so splendidly justified, and that never before has his faith in organized, coöperative, human effort been followed by such a fulfillment. It should be an inspiration to all men of business and to all men of science to see, in the progress of the telephone art, the marvelous results which can be attained when scientific effort is combined with sound business management. So striking, indeed, are these results, that it is now coming to be recognized that a department for scientific research is an indispensable part of a modern industrial organization. So true is this, that competent authorities now believe that those concerns which do not establish such a department and thus take advantage of the boundless possibilities of science, cannot succeed in competition with those that do.

Introduces Thomas A. Watson

"It is difficult to appreciate how rapid is the progress of science in this age, and how revolutionary are the changes it can make in commerce and industry and in our daily lives even during one generation. It was only a few months ago that Alexander Graham Bell, who invented the telephone and who spoke the first words through it, died. The man who made the first telephone for Bell, who was the first telephone engineer, and who ran the first telephone line and heard the first words spoken over it, is still alive. He is not much over sixty years old. I refer to Dr. Thomas A. Watson. He is not present with us tonight in person, nor will he speak to us by radio, nor by the long distance wires. Nevertheless, by man's scientific control over the forces of nature, we can see his moving form and listen to his spoken words, and what we shall see and hear of him tonight will be seen and heard long after he and we are dead. This will exemplify the telephone and the phonograph, inventions of two Americans, Bell and Edison, whose names will be remembered as long as men can speak and men can hear. There is no better way to understand the beginning of the telephone art than to let Dr. Watson tell us in his own words what happened on the day and at the very moment the telephone was born."

Dr. Watson, in talking moving pictures, told of the first instruments he made for Bell and showed models of them.

"Dr. Watson has now told us of the first crude telephone. You are all familiar with the modern instrument which every business man has on his desk. This instrument is the simplest element of an inconceivably complex electrical system of communications. But, simple as it appears to the eye, this instrument is not so simple after all. By means of another scientific device representing man's rapidly advancing power to utilize the forces of nature, I shall show you how complex it really is."

A motion picture was here thrown on the screen showing the parts of the modern desk set and their assembly.

"Even this picture is not sufficient to give more than a hint of the marvels contained in this instrument which is the simplest part of the vast telephone system which is at our service day and night. Volumes could be written about it, and even then there would be more to tell. Among the parts which were displayed on the screen there were rubber and asphaltum from South America; platinum from Russia or South America; silk from Japan or China; wool from Australia or Wyoming; cotton from the south; coal and iron from Pennsylvania; lead from Missouri; linen from Ireland; mica and shellac from India; copal from Africa; nickel from Canada; and even gold from Alaska.

Digitized by Google

"But another marvelous thing about this telephone instrument can be seen only at that vast industrial establishment where it is made. There, we can see these crude, inanimate materials, which are formed out of the dust of the earth, being transmuted by miracles of science and machinery and human coöperation into something which almost seems to be alive, for we speak to it, and we can hear it speak. By the words which we hear from it, we are coming more and more to regulate our daily lives. More than any of us realize, it has transformed our business methods and improved our social life. So rapid has been the growth of the telephone service, and so diffused have been its effects, that their magnitude and far-reaching importance have not yet been perceived. Even before the death of its founder, Alexander Graham Bell, the telephone art, after less than fifty years of its development, had provided a system of intercommunication, which we are now only just beginning to see is an indispensable element in that rapid evolution which society is now undergoing.

Within the city of Chicago alone, there are more telephones than in all of France, and more than are to be found in Australia, Italy, Belgium and Switzerland combined. Chicago has more telephones than London, Paris, Rome, Brussels and The Hague added together.

Sketches Advancements Made

"Time does not permit me to make more than brief mention of some of the achievements of science exemplified in telephone progress since that historic day when the telephone was born. On January 25, 1915, the transcontinental line, spanning Bell's adopted country from ocean to ocean, was in the presence of dignitaries of state and nation, dedicated to the public service. This was a day of triumph for Bell, for, using a reproduction of the original instrument, he once again spoke the memorable words, 'Mr. Watson, come here; I want you.' But this time Bell was at New York, and Watson, who heard him with perfect ease, was three thousand miles away in San Francisco.

"Another advance attained the greatest distance over which the transmission of speech had ever been achieved. Early in the morning of September 30, 1915, words were spoken through a radio telephone at Arlington, Va., to the Hawaiian Islands, where they were plainly heard. But, as if to proclaim the telephonic conquest of time as well as space, the words reached these distant islands of the Pacific when it was there still the evening of September 29.

"There yet remained to be realized that prophetic dream of the telephone pioneers, the bridging of the Atlantic by the human voice. But the day of its fulfillment was not far off, for on October 21, 1915, during the dark days of the war, speech was for the first time in history successfully transmitted across the Atlantic ocean. This was accomplished by the radio telephone, which carried the words spoken at Arlington, to the Eiffel tower in Paris.

"While these achievements definitely secured for American scientists the record of being the first to transmit speech by radio telephone across the Atlantic ocean and across the North American continent and out into the Pacific as far as Hawaii, it was only brief sentences that were transmitted, and these only after months of trial. These results are not as great in technical importance as those obtained during our recent talking from New York to London, in which speech transmission was so successful that the voices of all of the speakers were heard loudly and distinctly and were clearly recognized. This talking was continued during a period of exactly two hours, following to the minute a program which had been determined in advance.

"I was one of the speakers, and in endeavoring to clear my throat, I inadvertently coughed in front of the transmitter. This was loudly heard by the audience in London and the London morning newspapers in large type announced that I was the first one whose cough had been heard across the Atlantic.

"Another memorable telephone development will always be associated with a great historic occasion. At the burial of the Unknown Soldier at Arlington, on November 11, 1921, the voice of President Harding, by means of the new loud-speaking amplifiers, was easily heard by the great concourse of a hundred thousand people about him, even by those in the most distant parts of the vast cemetery. Corresponding multitudes numbered by tens of thousands at New York and San Francisco, heard over the wires every word spoken by their chief magistrate, as clearly as though in his actual presence. These distant multitudes heard also the invocation of the chaplain, the music and the hymns, and the words of the commitment service used by the bishop at the grave. They joined with each other and with those at the cemetery in the singing of hymns, and they united with the president in reciting The Lord's Prayer with which he closed his address. They heard in amazement the salvos of artillery fired at the grave, and even those on the shores of the Pacific caught the loud reverberations thrown back by the Virginia hills. At the end, in profound silence and with heads bowed in sorrow, they listened to the plaintive notes of the trumpet sounding the soldier's last farewell. On that day, the achievements of science imparted a mystical power to the most solemn national ceremony in the history of America.

"These are but some of the advances which have been made in the first half century of the telephone art. They show the great and rapid progress which man has made in a short time in the evolution of powers outside of his own body. But these advances have been made only because equally great progress has been made in the evolution of the group mind, in the coördination and conscious direction of larger and larger numbers of men towards a predetermined objective.

"The laboratory which originally contained but one worker, Bell, and then two, Bell and Watson, now contains thousands representing various departments of physical science. Great ideas must come from the mind of an individual genius like Bell, or Edison, or Pupin, but to apply the idea to such a complex entity as a telephone system, the countless parts of which cover a continent, no individual unaided can bring it to a successful practical application. The coöperative work of a comprehensive and effective scientific organization is necessary, and years of expensive work are required before the idea can be rendered useful to society.

"But more than this is required in order to construct and operate and maintain and manage such a vast system of telephone intercommunication as that of the United States. An immense organization depending upon the coöperation of hundreds of thousands of minds distributed throughout the land has been evolved. As illustrating the development of man's powers outside of his own body and the development of the group mind, the telephone art and the telephone organization may be regarded today as outstanding examples of the endless possibilities of human evolution.

"Since I was invited to address the members of this club, we have made such improvements in the methods of transmitting speech by wire that it would now be possible to talk all the way around the world by means of wires strung upon poles, if the land could be found upon which to erect them. Unfortunately, the problem of talking through long submarine cables such as would be required across the ocean, yet remains to be solved. But, as if to make up for this deficiency, it is since I was invited to address you that we talked so successfully from New York to London by radio.

Possibilities of Radio

"This brings us to the consideration of the possiblities of radio in the grand scheme of world communication. We must first distinguish between the radio telegraph and the radio tele-

Digitized by Google

phone. It is a much simpler problem to operate the radio telegraph over great distances than it is to talk by the radio telephone. Both are subject to interference from other stations, and both are subject to interference by those natural noises which are called statics or atmospherics. In addition to being very much more complicated than the telegraph, the radio telephone requires from six to ten times as large a band of wave lengths in the ether as does the telegraph. In other words, the available facilities of the ether permit a much smaller number of simultaneous telephone messages than telegraph messages.

From Chicago radiate in all directions great telephone nerves of communication which extend throughout the continent, connecting together fourteen million stations, and rendering service to a hundred million persons.

"Before the advent of the radio telegraph, there was no very effective means of communicating with ships and other moving stations, and it is by virtue of the inherent character of all radio messages—that they spread out in all directions—that the wireless telegraph has greatly increased the safety of travel at sea, becoming a blessing to the mariner and those who entrust themselves to his care.

"In addition to its uses in navigation, the wireless telegraph has taken its place beside the submarine cable as a means of transoceanic telegraph communication. The wireless telegraph finds its best field across large bodies of water such as the Atlantic and Pacific oceans where the only wire communication possible is by means of submarine cables which work very inefficiently as compared to land cables of the same length. Across the ocean, the relative advantages of the telegraph cable and the radio telegraph are difficult to appraise. Each has advantages over the other, and each has its disadvantages, and each is carrying its share of the international telegraph traffic of the world.

"While the radio telegraph does not function as successfully over large areas of land as over corresponding areas of water, the telegraph wire cable over land is vastly more efficient than is the deep-sea submarine cable of an equal length. The submarine cable consists of one conductor, whereas the long-distance land cable, although less than three inches in diameter, may contain as many as 600 conductors. Such a cable, when constructed and operated in accordance with the latest scientific discoveries, can be made to carry as many as 15,000 telegraph messages at one time, as compared with only two messages carried at one time by the submarine cable.

"While the number of land cables may be increased without limit and can carry volumes of traffic immeasurably in excess of that which could ever be required, the number of messages which radio can carry at one time is restricted, due to the fact that each radio message tends to spread out in all directions, thus traveling through the same region in which many other messages are traveling.

"The best field for the radio telegraph is for long-distance transoceanic communication; for the radio compass, by means of which the navigator at sea can get his true bearings from radio stations on the shore; for time signals; for auxiliary radio fog signals given out by lighthouses; and for many military and naval purposes; and for transmitting messages to and from ships and other moving stations, and between places where wires are not available. In all of these situations, there is a great future for the radio telegraph.

"And now, as to the radio telephone. At the present time the public are much interested in the radio telephone because it is used in broadcasting; that is, the sending out from a central station of speeches, phonograph records, musical performances, and the like, to be heard by incredible numbers who are equipping themselves with radio telephone receiving apparatus adapted to this class of service. These broadcast messages, as well as all radio messages, are carried by the ether, which may be likened to a universal party line consisting of a single conductor which must be used in common by all the world. Although ingenious methods have been devised whereby the number of simultaneous radio messages carried by this party line, the ether, may be largely increased, even then it can at best carry only a small fraction of the total world traffic.

"In addition to this limitation on the number of conversations which may be carried simultaneously, the radio telephone is peculiarly subject to atmospheric electrical disturbances, more so than the telegraph. At times these disturbances are violent, particularly where high amplification is required as in transoceanic radio. In such cases they interfere with conversation for hours and even days at a time. They are more prevalent in the summer than in the winter season, and in the tropics than in the higher latitudes. Unless we overcome this most formidable problem presented by the atmospheric disturbances, even this relatively limited use of the radio telephone will be still further restricted. This problem of atmospheric disturbance has baffled the scientists of all the world, and some are beginning to think that it is something like the problem of overcoming the weather.

Static Problem Like the Weather

"Mark Twain once said that people are always complaining about the weather, but no one ever seems to do anything about it. As the summer approaches, more and more people are complaining about the statics, but nobody yet seems to have been able to do much about it. Frequently in the daily press we read announcements that a remedy has been found for statics. But the remedy must have been something like the Keeley cure. A man was once asked whether he thought the Keeley cure was a good thing. He replied that it was, and a very fine thing, for had it not cured him four times! Although 'cured' of the statics, the radio operators are still hearing things they don't want to hear.

"Aside from these static difficulties, there is the interference problem caused by the increasing number of sending stations which produce such great confusion in the ether, and which has already been referred to. This problem is receiving the attention of many of the governments of the world, and more particularly of our own. It is a problem of national and international regulation by law. Some idea of the situation may be gained from a public statement by Secretary Hoover, made after the appointment of a board of government experts to consider the whole subject. In the course of this statement, Secretary Hoover said: 'I think that it will be agreed at the outset that the use of the radio telephone for communication between single individuals as in the case of the ordinary telephone is a perfectly hopeless notion. Obviously if ten million telephone subscribers are crying through the air for their mates they will never make a junction; the ether will be filled with frantic chaos, with no communication of any kind possible.'

"Thus the characteristics of radio messages causing them to spread out over large areas, enabling the radio telephone to be of inestimable service in certain fields, is one of the factors which stand in the way of its general use as a substitute for wires. Scientists long ago demonstrated that wires are nothing more nor less than pathways for guiding or directing the electric waves in the ether between any desired points, however numerous they may be or wherever they may be situated. By means of these wire guides, millions upon millions of messages may be carried simultaneously without interference with each other.

"It has often been said that had the course of scientific development been reversed so that radio transmission preceded transmission by wire, the discovery that wires can be used to guide the ether waves would be considerd one of the marvels of science. By their use, the otherwise uncontrolled ether waves are caused to follow any predetermined pathway, flashing hundreds of thou-

Digitized by Google

sands of messages to and fro under our city streets without the slightest interference, each message following its allotted course, whether up through the intricate structure of a thirty-story office building, or out across the plains, under rivers and over mountains, even to the far side of the continent, there to be received by him, and him alone, for whom it is intended.

"The natural characteristics of radio and wire transmission are, therefore, fundamentally different. Each, due to its unique capabilities, is performing a service for which the other is unsuited, and each is supplementing the other to the end that there may be provided all the facilities necessary to extend throughout the whole world a comprehensive system of electrical communications. For the large amounts of traffic on land, both telegraph and telephone, which must be handled with certainty and a minimum of cost, the use of wires is necessary. But as an agency for communicating over wide stretches of water, with moving conveyances generally, for numerous maritime and military purposes, and for the broadcasting of information, and in other situations where wires are not available, radio telephony is capable of rendering services of unique importance.

Chicago is situated in the center of a great telephonic trunk line—a marvel of scientific construction—which carries the tones of the human voice from Cuba to California.

"When all of these necessary services are provided for, the capacity of the ether for conveying messages simultaneously without interference will be taxed to the limit. Therefore, the ether must be reserved exclusively for those services for which wires are not adapted. Fortunately, these services comprise but a small fraction of the future world communications. If we had to depend upon radio alone, mankind could never realize the incalculable benefits which are destined to grow out of a comprehensive system of world-wide communications. The ultimate system which is to provide the communications of the world will consist of both wire and radio, each supplementing the other in proportion to its capabilities. By far the largest part of this world communications service must be carried by wire.

"And now, before we proceed to our demonstration, let me say a few words concerning the broader aspects of our subject. We are only just beginning to appreciate how fundamental are electrical communications in the organization of society. We are as yet unable to appreciate how vital they are to the ultimate welfare of mankind.

"The use of the spoken word to convey ideas distinguishes man from all other created things. The extension of the spoken word by means of electrical systems of intercommunication serves to connect the nervous system of each unit of society with all of the others, thus providing an indispensable element in the structure of that inconceivably great and powerful organism which modern science tells us is to be the ultimate outcome of the evolution of society.

"I believe that some day we will build up a great world telephone system, making necessary to all the nations the use of a common language or a common understanding of languages, which will join all the people of the earth into one brotherhood. When, by the aid of science and philosophy and religion, man has prepared himself to receive the message, we can all believe there will be heard throughout the earth a great voice coming out of the ether, which will proclaim, 'Peace on earth, good will towards men.' Then will be realized that vision so beautifully described by the poet:

'Wherein each earth-encircling day shall be
A Pentecost of speech, and men shall hear,
Each in his dearest tongue, his neighbor's voice,
Though separate by half the globe.'"

Following his talk General Carty put on the long distance demonstration. Here is the story of it from the *Chicago Daily News:*

Brig. Gen. J. J. Carty, one of the men who raised the telephone from its clumsy puppyhood of forty-five years ago, put his grown-up pet through astonishing capers for the members of the Commercial Club of Chicago last night, by way of proving that telephony is about to make the whole world as chummy as a suburban neighborhood.

He brought to the club's banquet room in the Congress hotel the voices of twenty cities, flung along a 5,000-mile circuit from Havana to New York to San Francisco, and directed those voices in a chatty vandeville. San Francisco spoofed New York about that unhappy city's six inches of snow; Denver peevishly told the world that the cold isn't felt in a mile-high town. Havana laughed at its nineteen distant dinner companions for their lack of things to drink.

Every word of the merry transcontinental banter was heard as plainly in the banquet hall as if the speakers had been megaphoning from the center table, and the Commercial Club's laughter and applause, the sotto-voce comments of the directors, the shifting of feet, even, were heard clearly and sharply at those distant switchboards—by the happily slaked young man in Havana, the shivering mountaineer in Last Chance, Nev., the snow-bound executive in New York City.

Gen. Carty, a vice-president of the American Telephone and Telegraph Company, was the principal visible speaker at the banquet. Introduced by B. E. Sunny as "one of the men whose patience, courage and vision made the telephone talk so we could understand it," Gen. Carty began his discussion of "World Communication" by telling briefly of telephony's beginnings.

Mr. Sunny previously had given his audience a picture of the telephone service Chicago had in 1879 by reading from the "Directions to Subscribers," printed in the city's first phone directory—push the button under the call bell, turn the bell crank twice, wait for the exchange to answer with a ring; state your name and the name of the person you want, hang up the receiver and wait again, don't become discouraged unless you have to wait more than ten minutes.

Tells of Work with Bell

Gen. Carty proceeded from this point by introducing Dr. Thomas A. Watson, the assistant of Dr. Alexander Graham Bell. Dr. Watson talked from an improvised movie screen, through a synchronized phonograph, telling of his work with the inventor of the telephone.

The progress since accomplished was sketched then by Gen. Carty and finally, by way of proof, the remoter dinner guests were summoned in. Talking precisely as he had been talking before, Gen. Carty asked for comment from Havana. Instantly a stranger's voice filled the hall:

"This is Havana, Cuba; Mr. Caldwell talking."

"How's the weather down your way?" Gen. Carty asked.

"Fine," said the Caldwell voice. "It's 86 today, and clear and fair. But don't forget that it's wet down here, even when the sun is shining."

"How about Key West?" the general said softly.

Into the room came a new voice, representing Key West. And then, as fast as the general could call the names, the eighteen other remote speakers introduced themselves. Tampa, Fla., Selma, N. C.—"this yere is Selma, No'th Ca'line, speakin'," the soft voice said, to the delight of the Chicagoans—and thus on up to New York.

"Trace of Snow," in New York

Broadway admitted "a light snowfall; oh, not more than six inches. I should say," and was merrily guyed therefor. But the general was jumping across the United States. Philadelphia, Pittsburgh, Beaver Dam, O., Chicago, Davenport—500 miles every thirty seconds. Presently he had reached San Francisco, where the cheery voice of "Mr. Bates, speaking," informed the Commercial Club of Chicago, in behalf of the Commercial Club of

Digitized by Google

San Francisco, that "we're sitting pretty, so far as weather is concerned; 56 now, and a lot warmer in the middle of the day."

"Looks like you and I are the only comfortable people here, Caldwell," said the ebullient Bates.

"Right-o," Havana answered. "And I think we've got it on you, too."

They debated it on the wire, with the Commercial Club and eighteen sister cities listening. Gen. Carty called it a draw.

Havana filled the big hall with the rich notes of chimes. San Francisco sent violin music to Chicago as strongly and clearly as if the player had been in the room. Then Gen. Carty bade his scattered friends good-night, one by one, and the circuit was broken.

Service Ready at Hand

"Only the devotion and brains and energy of many men and women made that demonstration possible," he explained, as the last "Good night, Chicago!" was sent in by San Francisco. "The same devotion and brains and energy are at the disposal of every one in the United States. Simply by taking your 'phone receiver from its hook, you may have these services at your command."

Before many years have passed, Gen. Carty said, the progress already made in telephony will have bound the whole world into a close neighborhood.

"We could talk to London now just as easily as we talk to San Francisco, if London's equipment were up to the American standard," he said.

"I believe that some day we will build up a great world telephone system, making necessary to all nations the use of a common language or a common understanding of language, which will join all the people of the earth into one brotherhood."

—

A few days later this editorial appeared in the *Chicago Daily News:*

National Town Meetings in Prospect

When the founders of this republic established representative government and fixed the time for the meeting of the people's representatives months after their election, they were influenced not only by their detestation for the small, quarrelsome and ephemeral democracies of classic times but by the bad communications existing throughout the country. It was manifestly impossible for the people to meet and govern themselves directly. Therefore it was accepted as a truism that self-government must be in effect government by delegated authority. However, the present-day experts in communications seem in a fair way to restore government by town meeting broadly from ocean to ocean.

The long distance telephone and the radio broadcasting station are bringing the people intimately together regardless of the intervening broad spaces.

Gen. John J. Carty, vice-president of the American Telephone and Telegraph Company and the world's leading authority on long distance communication by the spoken word, in his address last week before the Commercial Club of Chicago announced that it was possible for a speaker with the aid of modern appliances to make his voice heard to an assembled audience at least as large as the entire population of Chicago. Further, by the use of similar appliances judiciously distributed the speaker could address directly at one time all the inhabitants of the United States, provided they were gathered into huge audiences or otherwise brought within range of the amplifiers.

By way of demonstrating the possibilities, Gen. Carty caused his audience to hear the voice of a man in Havana, Cuba, conversing with a man in San Francisco, and both conversing with him. He also brought into the conversation nearly a score of other persons stationed in various parts of the United States from Key West to Sacramento.

In view of these demonstrated wonders it may be readily believed that candidates for president of the United States in the next national campaign will address at the same instant a multitude of large audiences assembled in various cities, thus spreading their views from coast to coast by word of mouth while sitting at home. Further, the people soon will be able to hold nation-wide conferences without leaving their own communities, long distance communication having already annihilated space. These facilities for nation-wide counsel must have important results when full advantage is taken of them.

Nor is this all. Gen. Carty has already talked to an audience in London while he was in New York. Only Europe's lack of the newest and best apparatus now stands in the way of transatlantic conversations. The American secretary of state who a few months or years hence can sit at his desk and converse with the foreign ministers of all the other nations ought to be able to smooth out international differences with notable facility.

—

The places of wire and wireless telephony as seen by Glenn Griswold, financial editor of the *Chicago Journal of Commerce,* were set forth by him in that paper on March 20 as follows:

Those who have acquired the habit of putting on their carpet slippers of an evening and tuning in with the nearest broadcasting station for their daily relaxation have stirred up a busy discussion of the future of the telephone in competition with the radio. Many there are who believe that the telephone as now constituted is short lived; that ere long a pocket battery and a spine in the end of one's umbrella or walking stick will be all that is essential to conversation with anyone anywhere in the world.

Evidence is all to the contrary, however. There is no supportable argument that should give concern to the 250,000 investors who own the stock of the American Telephone and Telegraph Company nor to other investors who hold title to the $2,000,000,000 invested in the Bell telephone system in this country.

Radio Coordination Needed

The most exhaustive study of radio, with particular reference to its future ramifications, has been made by a board appointed by Secretary Hoover. Mr. Hoover recognized that radio is rapidly running into chaos as a result of the absence of coördinating control. Following that investigation he said:

"I think that it will be agreed at the outset that the use of the radio telephone for communication between single individuals as in the case of the ordinary telephone is a perfectly hopeless notion. Obviously if 10,000,000 telephone subscribers are crying through the air for their mates they will never make a junction; the ether will be filled with frantic chaos, with no communication of any kind possible."

No inventor has made the least progress in the effort to send radio in a single direction to a particular point without interference with other messages, and therein lies its futility as a substitute for the telephone. Sending a radio message into the air is like dropping a pebble into a pond. Its vibrations spread in every direction and eventually cover every point on the face of the pond.

The radio message spreads to the four winds of heaven and drowns out every weaker impulse in its path. The limitations of wave length are such that but half a dozen or fewer sending stations could operate in the same field at the same time with hope of any of their messages being intelligible anywhere.

The radio is a marvelous discovery, will be improved amazingly and will be of inestimable service to mankind. It operates best over open expanses of water and its utility on the high seas is obvious. As a means of broadcasting entertainment to millions, radio will prove a boon. It may check the development of the cable, even supplement it for overseas communication.

As now constituted or in any of its potentialities which suggest themselves to inventors, however, the radio can never supplant wires for carrying the many millions of messages that are moving simultaneously across this country in serving the 14,000,000 Bell telephone subscribers or the uncounted millions using the service of other companies and private lines.

Brig.-Gen. John J. Carty, vice-president of the American Telephone and Telegraph Company, in charge of development and research, probably knows more about radio in its relations to

Digitized by Google

the telephone than any other man. He has conducted exhaustive research into the possibility of radio supplanting the telephone and concludes:

"The ether must be reserved exclusively for those services for which wires are not adapted. Fortunately, those services comprise but a small fraction of the future world communications. If we had to depend on radio alone mankind never could realize the incalculable benefits which are now destined to grow out of a comprehensive system of world-wide communications. The ultimate system which is to provide the communications of the world will consist of both wire and radio, each supplementing the other in proportion to its capabilities. By far the larger part of world communications must be carried by wire."

This suggests that the American Telephone and Telegraph Company will continue to put $30,000,000 to $50,000,000 of new money into plant each year to meet the demand for constantly expanded service. It suggests, also, that the radio may prove one of man's most valued servants, without intruding on the functions of the other great forces that are working for man's welfare and happiness.

Measure in All Things

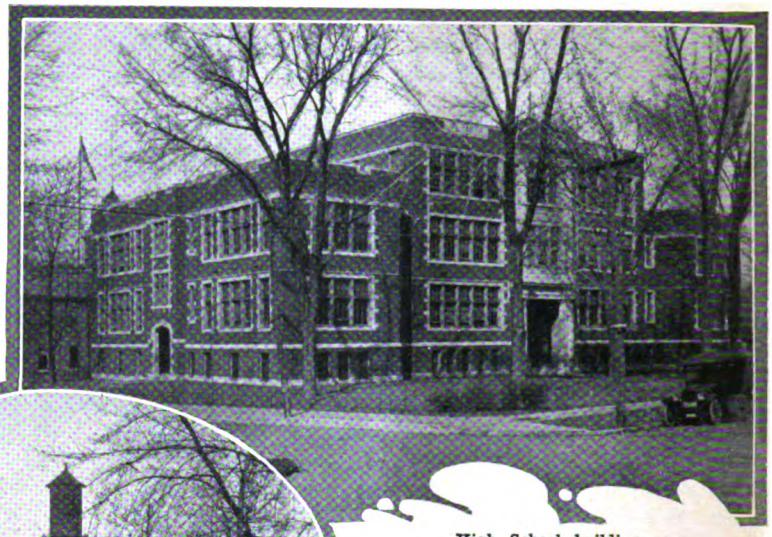
"DON'T be too fur ahead of de time," said Uncle Eben. "De early bird is supposed to ketch de worm, but de February robin don't git nuffin' but a snowball."—*Washington Evening Star.*



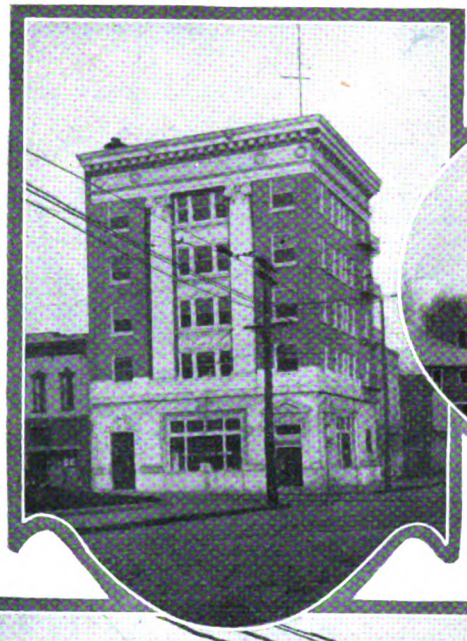
A FIRST NIGHT WITH SPLICERS' LOCAL NO. 3
Cartoonist Jackson Finds Much of Interest in Athletic Entertainment of March 8 in Chicago.

Digitized by Google

BEAUTIFUL BUILDINGS AND STREET SCENES IN THRIVING EDWARDSVILLE



High School building.





Above—Old Water Tower.

At left—Bank of Edwardsville.



The New Edwardsville National Bank Building.



County Court House.





Above—Residence of Charles Boeschenstein, President of the Edwardsville National Bank.

At left—Main Street.

Digitized by Google

TELEPHONE PIONEERING IN A PIONEER CITY

Edwardsville a Historic Town of Territorial Days—Is Home of the "Baby Operator"

WHEN Illinois was a territory, even as late as 1812, Madison county embraced the whole of the area north of St. Louis, from the Mississippi river to the Indiana line.

Even old Fort Dearborn, later called Chicago, came within the claims of Madison county, and Edwardsville, named after the first and only territorial governor, was the county seat. So you may see that Edwardsville is an old town, though a city like this never really grows old except in years.

It was originally located on the banks of the Cahokia Creek, where one Thomas Kirkpatrick built a tavern—a roadhouse for stage coach travelers and homeseekers.

The United States government saw fit to establish one of its land offices at this point, and consequently those who wished to settle north of Kaskaskia were required to go to Edwardsville in order to register their claims for land and establish title.



THEY MANAGE TELEPHONE AFFAIRS IN EDWARDSVILLE
Mr. and Mrs. Edward Lax. Mrs. Lax is Chief Operator and Mr. Lax is the Commercial Manager.

This was also the place where county lands had to be recorded, and these were the lands given out by the government as a bonus to those who had done military service for the United States.

Fort Russell, just a short distance northwest of Edwardsville, was under command of one of the most noted soldiers of his time—Colonel William Russell, and his fort was considered the strongest and best equipped military post on the frontier, which gave a sense of security against possible Indian raids. And let it not be forgotten, as we snugly sit beside our gas grates and electric heaters of today, that a hundred and ten years ago forts were often a necessary part of business transactions with some of the Indian tribes.

Governor Edwards made Fort Russell his headquarters for a while, or at least during official negotiations with the Indians.

The Kickapoo Indian agency also was located at Edwardsville, and it was in this historic spot that the United States negotiated with the Indians for that tract of land comprising more than ten million acres, and which now constitutes the major portion of the great corn belt of Illinois, extending north and east to the Kankakee river.

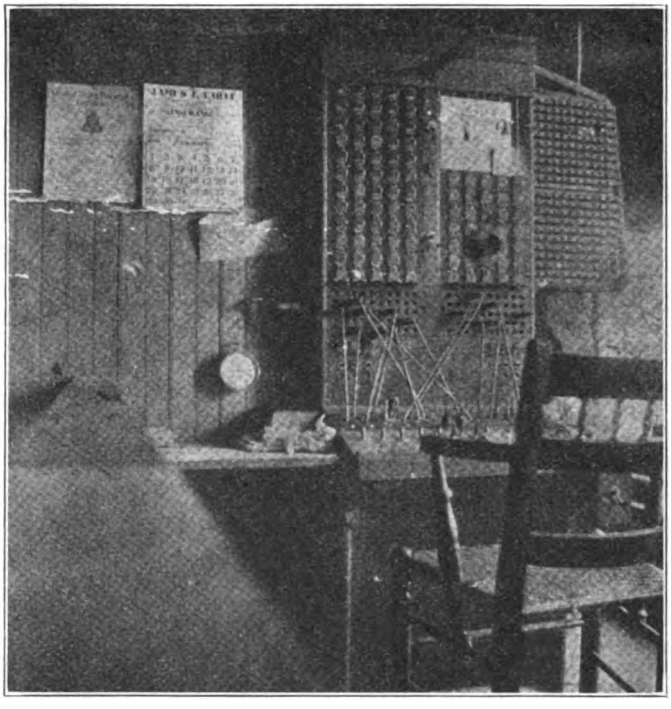
Among those who have filled the office of governor of the state, no less than eight have either been born in Edwardsville, or at some time resided in the city. A list of distinguished "Edwardsvillians" who have prominently contributed to the progress and development of the state, county and city, would be too long for publication at the present writing.

It is now more than ten years ago when Edwardsville held a celebration of the hundredth anniversary of the establishment of their city as a seat of justice. On that occasion the State Legislature appropriated several thousand dollars for the erection of a permanent memorial monument which was then placed in the center of the large city park just opposite the Carnegie Library building.

Edwardsville is but a short distance from St. Louis, and is frequently called one of its suburbs. However, Edwardsville does not have to lean on St. Louis or any other city. It is old enough and experienced enough to be able to travel alone.

It is the center of a wonderfully rich farming community, and not entirely outside of one of the greatest apple producing areas of the United States.

One of the best and most cogent indications of general prosperity is the presence of two large six-story bank buildings—one on either side of an imposing stone court house, where the business of Madison county is transacted.



IN EDWARDSVILLE IN 1897
"The whole exchange, except the pole yard, occupied a floor space of fifteen by twenty feet. Our first workroom, supply and store rooms were combined in one, and that just behind the switchboard, minus partitions. The manager's office consisted of a pigeon hole desk immediately in front of the switchboard and the room for the reception of the general public was whatever space was left alongside the switchboard."

Judging from the number of automobiles on the streets of Edwardsville, it will not be long before they will have to double deck their principal thoroughfares or else broaden out the city to accommodate the traffic.

In the day time a stranger can always get and keep his bearings by referring to an old landmark—the water tower to the north. It is a picturesque old structure and harks back to the earlier days before Edwardsville had built a ten-mile aqueduct or tunnel to the banks of the Mississippi river from which it now gets a good and plentiful water supply by a carefully arranged system of natural filtration.

From the point of quiet and impressive beauty, few cities of the size of Edwardsville can claim greater distinction, the winding streets and heavy foliage of summer adding materially

Digitized by Google

A PAGE OF TELEPHONE FOLKS IN EDWARDSVILLE



Above—Test board. Theodore E. Gilmor, Wire Chief. At right (left to right)—Louise Klein, Cashier; Florence Glass, Clerk; Louise Brase, Assistant Chief Operator.



Above (left to right)—Theodore R. Gilmor, Wire Chief; Walter A. Gilmor, Testman; Gilbert Hall, Repairman; Charles F. Reichert, Repairman.

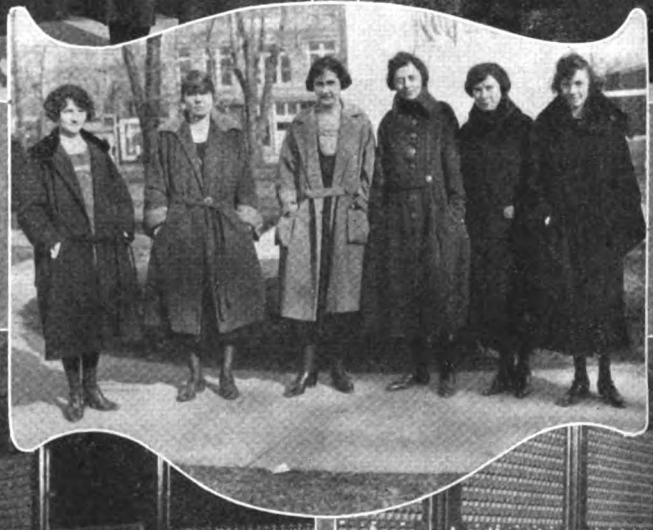




Above—Group of operators. Left to right—Elvina Weidner, Catherine Wieneke, Fairy Lawson, Irene Rosenthal, Helen Stieren, Dorothy Snider. At right—A traffic group. Left to right—Bertha Begeman, Gladys Lax, Viola Eberhart, Carrie Fiegenbaum, Ruth Waters, Minnie Heuiser.

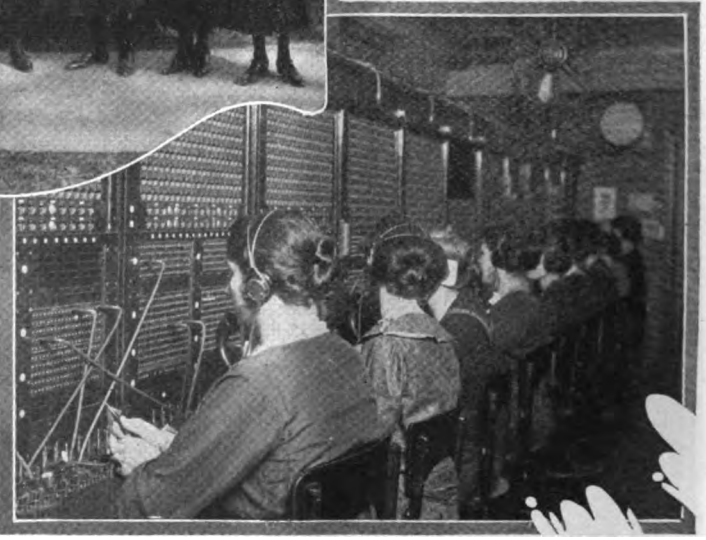


More traffic folks (left to right)—Martha Niebruegge, Mildred Mason, Elizabeth Sternitzke, Louise Brase, Assistant Chief Operator; Agnes Macha.





A night view of the switchboard showing, left to right, Helene Stieren, Operator, coming on early morning watch; Marie Dippold, Night Operator; Mildred Mason, Relief Operator.



A general view of the switchboard during the regular day time traffic.

Digitized by Google

to its charm.

One of the most interesting incidents concerning Edwardsville is one about its early telephone development, nor can it be better told than in the language of Mr. and Mrs. Lax, commercial manager and chief operator of the exchange. In reminiscent mood the other evening, in the quiet of their home on Columbia avenue, they related the following, as nearly as we could quote them:

"It was in the month of February, 1897, when the Central Union Telephone Company opened an exchange in the city of Edwardsville. The office was located at 131-A Main street, on the second floor, right where it is today, though greatly changed.

"W. W. McKee was the first manager, and Miss Cora Rollinson was the 'operating force.' Three months later, or to be more exact, on May 4, 1897, a man, woman and a tiny little girl (Mr. and Mrs. Lax and their daughter, Gladys) came to Edwardsville to take charge of the Bell telephone office. Mrs. McKee at the same time was made traveling inspector for the company, and Miss Rollinson went to Madison, Ill., to accept a position with the American company.

"The switchboard and 'main' frame at Edwardsville were designed to accommodate ninety-four subscribers and four toll lines, and the whole exchange, except the pole yard, occupied a floor space of fifteen by twenty feet.

"This very room is now occupied as a terminal room and is certainly none too large for the purpose.

"Our first workroom, supply and storerooms were combined in one, and that just behind the switchboard, minus partitions. The manager's office consisted of a pigeonhole desk immediately in front of the switchboard and the room for the reception of the general public was whatever space was left alongside the switchboard.

"To say the least it was a cozy office—convenient, if not commodious.

"Unless you had been here at the time, you may not know how dusty the streets were, especially in dry weather. We had no pavements then, and, on windy days, the dust came in in clouds. This meant frequent sweeping and dusting, and the traffic manager (who was the woman of the sketch) did not think it above or beneath her dignity to keep the place clean. On one certain occasion she was wielding a broom with more than usual vigor to drive the dust back whence it came, when very suddenly, and unannounced, in walked the superintendent, the late H. H. Matlock, who held his head high, perhaps not so much from pride or dignity as to keep from choking on the dust. Between gulps as he tried to breathe, he asked to see the traffic manager. The lady with the broom straightened up and said, 'I'm the manager.' 'Is that so?' said Mr. Matlock very sarcastically. 'I took you for the janitor. Hereafter get someone else to do this kind of work, and I will approve the expense vouchers.'"

At that time, our narrators say, they were operating under the Geneca or what was otherwise called the central energy system, though the man of the story, aided and abetted by the woman in the case, frequently called it by other names, especially during and after severe thunder storms.

"On these occasions," they said, "something usually went wrong with the works and every glass battery jar in the place had to be taken down, washed and refilled with vitriol and crowfoot zincs before business was resumed.

"This seemingly happened most frequently on Sunday mornings about church time, which may in a measure have accounted for keeping the telephone force from attending religious services.

"One morning after one of these



EDWARDSVILLE POSTAL EMPLOYEES WHO LAST YEAR CELEBRATED THE 100TH ANNIVERSARY OF THE FOUNDING OF THAT POST OFFICE

In the front row at the left is Postmaster Charles H. Spilman, who also is editor of the Edwardsville Intelligencer.

Digitized by Google

thunder Sundays, Robert C. Matlock, on a tour of inspection, came into the office to see if our equipment was adequate for future growth. He found the chief operator busily trying to manage a lunch, sandwiched between calls, and out of pity and goodness of heart, volunteered his services at the board for the noon hour. Trusting in Mr. Matlock's ability to handle calls, in the non-busy noon hour, the chief eagerly accepted the proffered assistance, and went home to dinner.

"When she returned, a little while later, imagine her surprise in meeting 'Bob' fairly flying down the stairway, mumbling as he went, 'That man called me names, and said that I gave him the wrong number.' He did not say where he was going, but ten minutes later 'Bob' came back a changed man. He had quieted down considerably—at least enough to say, 'Why the dickens didn't you tell me that fellow was the mayor?'"

Just what was said or done at this interview between the mayor and Mr. Matlock is not a matter of history which may be well.

The night operator at that time was Frank Ritter, now with the Bell company on the Pacific coast, and when he took the night job at Edwardsville, it was with the distinct understanding that he was to be relieved from duty at five o'clock in the morning so that he could catch an early train for St. Louis where he was attending school.

Mr. Lax undertook the job of relieving him at this early hour and this together with the duties of clearing both line and instrument trouble not only in Edwardsville, but in Collinsville, Highland, Greenville and Vandalia, made him a very busy man.

With present-day demands for telephone service, it may seem odd that in those early days no one or at least very few were progressive enough to see the value of the telephone in their business. Most of them were "from Missouri" and had to be shown why they should pay money for a telephone when they had a horse and buggy and mud roads.



MISS GLADYS LAX
Toll Operator at Edwardsville.

As no one would come in for a contract, someone must go after the business if the telephone business was to grow. This was regular pioneering which took time and patience, too. There were but twenty-four hours in an Edwardsville day, and some portion of that had to be given over to sleep. The manager decided to employ a day operator (without knowledge of the company) and to split the salary with her.

It was evident that ninety-four subscribers at almost any reasonable rate was not productive of enough revenue to warrant the employment of more help, so for three months the manager's salary was divided with the new day operator. At the end of the period, enough additional subscribers had been solicited and signed up by the manager to warrant the formal request for additional help at the expense of the company. On a statement of the case, the new position was immediately authorized which was surely the most gratifying outcome of the temporary sacrifice. Miss Mary Kane (now Mrs. Will Hart of St. Louis) was the efficient operator given that job.



ONLY SIX YEARS OF AGE AND OPERATES A TELEPHONE EXCHANGE

THE townspeople of Edwardsville, Ill., boast of the youngest telephone exchange operator in the world in the person of little 6-year-old Gladys Lax, who is classed as one of the wonders of this so-called suburb of St. Louis, and has a wide acquaintance among commercial men who have had occasion to use the exchange at Edwardsville.

This little operator is the daughter of Mr. and Mrs. E. Lax, who have charge of the exchange. Gladys had not begun to learn her "A B C's" before she knew nearly every number contained on the switch board. She sat by while her father and mother operated the various switches and soon evidenced the ability to be of material assistance to her parents. She was given a high chair stationed at one of the switches and supplied with a head band just like the real girl operator wears. Here she manipulates the keys after the fashion of her older sisters in the larger cities. For the last three months she has been making exchanges, and now her mother declares that she is an adept.

Edwardsville is only eighteen miles distant from St. Louis, and its manufacturing interests bring it in close touch with the metropolitan city. The exchange business between the two places is active most of the time, and the little operator has plenty of opportunity to improve her time when she is not busy with her prluer.

FROM THE SUNDAY TIMES HERALD, CHICAGO, FEBRUARY 3, 1901.

You may remember that at the beginning of the story there was mentioned "a tiny little girl" as having come to Edwardsville with the new managers, Mr. and Mrs. Lax. One day when the manager was busy, between answering calls at the board and making out reports of collections, etc., this tiny girl, five or six years old, did just what almost any wideawake child might do under similar circumstances—imitate her mother by climbing up into a chair at the switchboard and trying to answer calls. How well she was able to do this matters not now, but it so happened that while she sat at the board "helping mother" a stranger from Chicago came into the office to make a telephone call to St. Louis, and he commented on the size and age of the "baby operator," and asked for her picture. A few days later the Chicago *Times-Herald* came out with a picture and an article describing the incident.

The baby—Gladys Lax—has since grown to womanhood, and is now a toll operator in the same office where she began work as a baby operator. In a certain sense she has been in the employ of the Bell company since 1901, that is her living came from that source although her name did not appear on the pay roll the first part of the time. Perhaps the grand secretary of the Telephone Pioneers will enroll Gladys as a pioneer, based on years of service, establishing the date according to the newspaper article.

Mr. Lax says that the percentage of subscribers to population in Edwardsville is on a par with that of the larger cities and that they are proud of having 1,750 patrons on their list and twenty busy toll lines on a ten position No. 9 board.

Twenty-seven employees are needed in the Edwardsville force, and since the Bell interests have taken over the Kinloch system there has been an increased telephone enthusiasm manifested not only in the force, but in the public support. This Mr. Lax attributes to the fact that after all a dual system is an economic failure.

—L

Digitized by Google



SALT WATER, SAND AND SUNSHINE AT ATLANTIC CITY
Telephone Pioneers of America will hold their Annual Meeting here in October.

Will Hold Pioneers' Convention in Atlantic City

TELEPHONE Pioneers of America will hold their annual convention in Atlantic City October 19 and 20. This decision was reached late last month. Further details will be announced later.

It will be the tenth annual meeting of the Pioneers and will be the first to be held at a seaside resort. All other gatherings have been in large cities.

While Atlantic City is a new place for the Pioneers' meeting, conventions are by no means new to Atlantic City. Some of the largest business and fraternal gatherings have been held there. The hotels are as fine as any in the country. The "Million Dollar Pier" extends out in the ocean and has an auditorium with seating capacity for thousands.

It is a Pioneers' convention. It will be held in Atlantic City. Having this information, men and women who have attended other gatherings will not have to be urged to reserve the dates.

Shanghai Telephone Users Have Their Own Language

ESPERANTISTS and others interested in the development of an universal language should take note that in the Chinese city of Shanghai a new universal language is now virtually in use over the telephone. The population of the city is so heterogeneous, there being twenty-seven different nationalities according to one observer, that it was found necessary to adopt a special language in making telephone calls. The language adopted was "pidgin" English, which is familiar to every American who receives a "checkee" from his Chinese laundryman.

J. C. Koons a Bell Vice President

JOHN C. KOONS, who was first assistant postmaster general during the Wilson administration and part of the present administration, has been elected a vice president of the Chesapeake and Potomac Telephone Company. He will be in charge of public relations and personnel.



J. C. KOONS

Mr. Koons is widely known, not only in Washington, but throughout the country on account of his long career in the postal service. He entered the service as substitute railway mail clerk in 1895 and served until he became an executive assistant with the telephone company in July, 1921.

When the government took over the operation of wire lines as a war measure on August 1, 1918, Mr. Koons was one of the committee appointed by Postmaster General Burleson for the governmental operation and control of the telegraph and telephone systems.

Digitized by Google

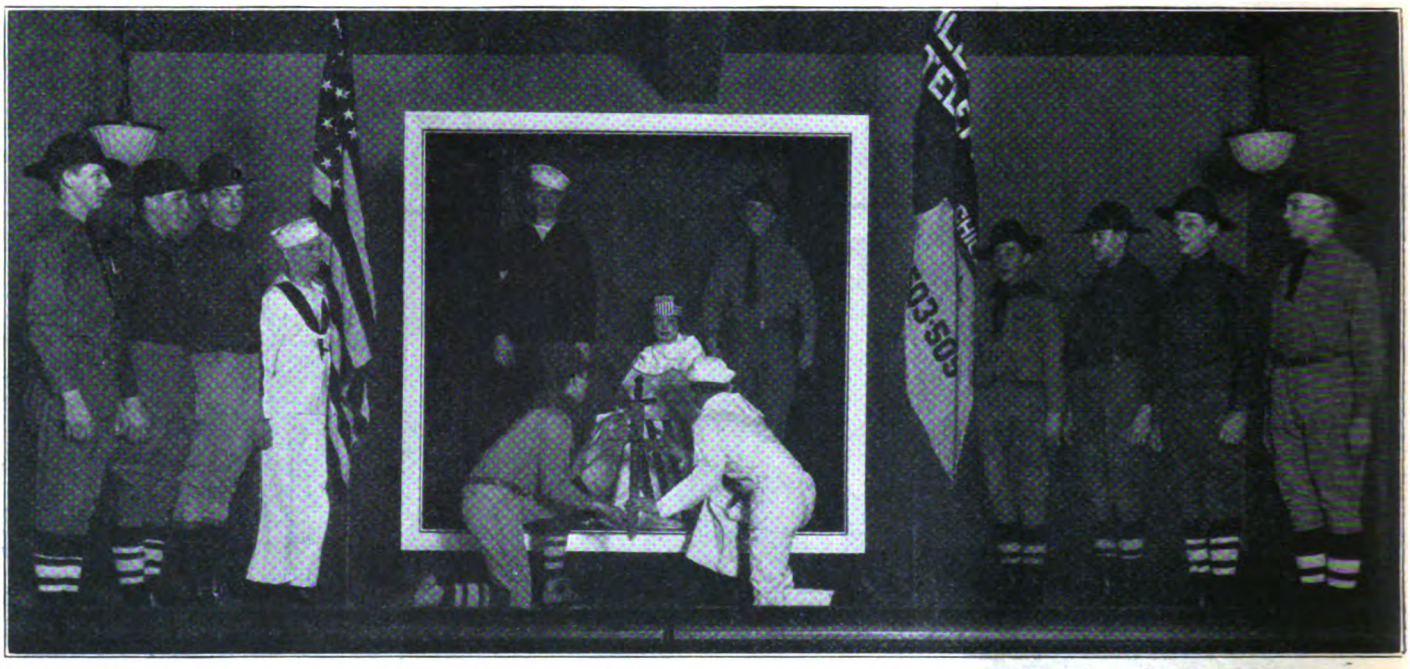


TABLEAU OF SCOUT TROOPS 503 AND 509 IN THE BELL FORUM MARCH 7
Standing at left: Andrew Byrne, Martin Sobiesk, Richard Maloney and Arthur Remus. In the picture: Harold Rammon, Miss Betty Pendergast and William Flaherty. Kneeling: Henry Goergan and Lawrence Graham. Standing at right: Charles Hagemeyer, Cyril Holterman, Howard Burns and Einar Larson.

Demonstrate Scout Activities in Bell Forum

TO make clear their accomplishments and their objects, Boy Scouts in troops No. 503 and No. 509 put on a demonstration in the Bell Forum Wednesday evening, March 7. Supervisory forces, boys and young men of the company and representatives of other industrial firms were spectators.

The program opened with a swift and efficient first aid demonstration by five scouts. Their skill indicated good training by Scoutmaster E. E. Franquist of troop No. 509. Semaphore signaling by groups of scouts, with Harold Rammon giving the alphabet, was quite a spectacle. This was staged by D. C. Hornkohl, scoutmaster of troop No. 503.

Then came a tableau in pantomime of the scout laws, showing clearly the essentials in scouting. John P. Donahue, assistant scoutmaster of troop No. 509, directed the tableau.

A court of honor consisting of C. A. Edson, C. H. Dodge, A. V. Farr and W. E. Crosley presented certificates of rating to three scouts passing their second class requirements and to six passing their first-class requirements. Special mention was made of George Nehlsen, assistant scoutmaster of troop No. 503, who has received seventeen merit badges since the telephone troops organized.

Short talks wre given by Mr. Dodge, Mr. Edson and H. W. Bang, who was chairman of the evening. Mr. Bang urged officials and supervisory forces to be more interested in the scouts. There is a place in the scout organization for any boy or man over twelve years of age. All young men in the company and employees' relatives were invited to join the telephone troops. Scout meetings are held on Thursday evenings in the Bell Forum at 5:30 p. m.

Logical

ISABEL, aged nine, had just been told the story of Daniel in the lions' den. Then mother asked: "And what do you think Daniel did the very first thing after he was saved from the lions?"

Without much hesitation, Isabel replied: "Why, he must have telephoned home to his wife to tell her he was all right."—*The Northwestern Bell.*

Supervisor Leaves to Study Music

"MUSIC," says C. W. Landon, "is God's best gift to man, the only art of heaven given to earth, the only art that we take to heaven. But music, like all our gifts, is given us in the germ. It is for us to unfold and develop by instruction and cultivation."



MISS PEARL THOMPSON

To develop her gift of music Miss Pearl Thompson, formerly Oakland's senior supervisor, left the employ of the telephone company and has gone to the University of Illinois to complete her musical education. For some time prior to her resignation Miss Thompson had been teaching vocal in the mornings and working in the afternoons and evenings.

She leaves behind her many friends in Oakland who wish her much continued success.

Miss Thompson had been a telephone employee for over nine years.

Digitized by Google

TELLS OF BELL SYSTEM'S ACTIVITIES IN 1922

A. T. & T. Annual Report Gives Information on Plant, Stock Holdings and Finances

THE various activities of the Bell System and how they are related to the general plan, "intended to produce an institution for public service, satisfactory to the public and, therefore, on a permanent and sound foundation, in the interests of the stockholders and the public," is described by President H. B. Thayer in the annual report of the American Telephone and Telegraph Company, issued March 5.

It was in general a year of steady accomplishments in the undertakings of the Bell System, but marked by a sensational demand in many sections for telephone service. Telephone rates have not advanced in ratio with individual incomes, hence telephone rates are relatively lower than formerly. More people can afford telephones than formerly and this is the chief reason for the abnormal demand.

A PARAGRAPH FROM THE BELL SYSTEM REPORT

"When money is paid for a commodity the purchaser is satisfied if it conforms to his specifications and is worth to him all or more than he pays for it. When money is paid for a continuing service something more is wanted, and that is: evidence, by the conduct of the servant, of willingness to serve and a desire to please. A really satisfactory service, therefore, must, besides being a technically good service, include that intangible quality which we call 'the spirit of service' pervading the whole personnel through all contacts with the public we serve."

More than $185,000,000 was expended in additions to the plant of the Bell System last year. In the three and a half years since the property of the Bell System was turned back by the government more has been spent in plant additions than in the ten years preceding the war, and at the same time many improvements in apparatus and methods have been introduced.

During the year 1922 over 600,000 stations were added to the Bell System. This was a larger increase than in any preceding year. Something over 14,000,000 stations are now connected with the System.

The investment of the Bell System in plant and equipment, including construction in progress, was shown by the books on December 31 to be $1,758,000,000.

Continued progress has been made in the construction of the plant which would be free from storm damage, over sixty-four per cent of the wires of the Bell System being now underground.

Twenty-five associated companies earned 5.6 per cent on the book cost during 1922. Not including its share in the undistributed profits of the associated companies, the American Telephone and Telegraph Company earned 11.14 per cent on its average outstanding capital stock. It is conservatively estimated that the equity in the business represented by the American Company's stock, including the recent issue, now equals approximately $190 per share. As a result of recent Bell System financing, the total capital stock outstanding exceeds the debt obligations and the amount of mortgage loans on the telephone plant is less than twenty-five per cent of total capital obligations in the hands of the public.

Of all American corporations, the American Telephone and Telegraph Company has the largest number of stockholders and the widest distribution of ownership. On December 31 the number of stockholders was 248,925, an increase during the year of 62,583, the largest increase in a year in the history of the company. The average number of shares held is twenty-eight. Approximately 46,700 of the stockholders of record are employees of the Bell System.

A continuing extension of the long-distance toll cables is shown. The use of cables has presented formidable scientific problems which have been so far overcome that whereas at first one-half mile of cable would seriously interfere with conversation, it is now scientifically possible to hold conversation through 3,000 miles of cable, which is equal in all respects to conversation from one room to another in the same building.

Studies and experiments in wireless telephony have also been continued. Reference is made to the series of trans-oceanic experiments which were undertaken late in the year, which culminated in continuous messages being sent for a period of about two hours on January 14, which were distinctly heard in London by representatives of civic, scientific and commercial organizations and the press.

The program of introducing machine switching in the larger centers is going on as planned with satisfactory results.

The report shows that there were 14,050,565 telephones in the Bell System at the end of the year, an increase of 670,000 during the year. The number of connections made daily was over thirty-eight million. Miles of wire connecting the Bell-owned stations increased to over 30,000,000, of which nearly 20,000,000 miles are underground.

Taking the American Telephone and Telegraph Company alone, the report shows that in 1922, after meeting all operating charges and making adequate provisions for depreciation and obsolescence, and for federal and all other taxes chargeable against 1922 earnings, it had available for interest and dividends $81,668,440. Interest charges were $15,498,011.88, a reduction of $4,023,097.17 from 1921, thus reflecting the reduction of $74,095,100 in the company's debt during the year. Dividends paid to stockholders at the rate of $9 a share a year amounted to $51,971,251.93, an increase of $10,296,848.93 over 1921, this increase being principally the result of an increase in the outstanding capital stock of $151,162,100. Of the resulting balance, there was appropriated for contingencies $5,000,000 and the remainder, $8,199,176.19, was carried to surplus.

The present authorized share capital of the company is $750,000,000, of which amount $699,347,400 was outstanding at the end of the year. The directors recommend the authorized share capital be increased to $1,000,000,000, to take care of present commitments and future requirements, but they announced that no new stock offering is contemplated for 1923.

The "Boy" Behind the Voice

A BUSINESS man who was in a great hurry called up an establishment that had failed to deliver goods as ordered. A tiny, boyish voice was heard at the other end of the line: "What is it that you wish?"

"Mr. Jones, boy, and hurry."

"All right," and the receiver was hung up. In a few minutes it was taken down and the small voice replied:

"Mr. Jones is not in. Can I help you?"

"See here, boy?" snapped the man who was in a hurry. "I want to talk with someone who can do business. When I need the office boy I will call for him. The way for you to get along is to let other things alone and attend to your own duties."

"That's what I am trying to do," meekly said the small voice. "I am the president of the company."—*Philadelphia Ledger.*

Tacks and nails in poles are rough on linemen.

Digitized by Google

Bell Telephone News

Published Monthly by
ILLINOIS BELL TELEPHONE COMPANY

B. E. SUNNY, *Chairman, Board of Directors*
W. R. ABBOTT, *President*
F. O. HALE, *Vice President and General Manager*
B. S. GARVEY, *Vice President*
E. G. DREW, *Secretary*
W. J. BOYD, *Treasurer*
U. F. CLEVELAND, *General Auditor*
W. D. BANGS, *General Counsel*
J. L. SPELLMAN, *Publicity Manager*
A. R. BONE, *General Commercial Superintendent*
FRANK REDMUND, *General Plant Superintendent*
S. J. LARNED, *General Traffic Superintendent*
G. W. MCRAE, *Chief Engineer*

Issued by the Publicity Department.

AMORY T. IRWIN, Editor
EVERETT E. FRIGANZA, Assistant Editor
BELL TELEPHONE BUILDING - - - CHICAGO, ILLINOIS

SUBSCRIPTION PRICE—Two Dollars a Year in advance, to all persons except employees of the Telephone Company.

Take Care of Your Stock Certificate

THE certificate which establishes your ownership of shares in the capital stock of the American Telephone and Telegraph Company is a very valuable paper and should be very carefully guarded. If you lose it, or if it is stolen, you have nothing to show that you are a stockholder.

Of course a duplicate certificate can be issued, but this costs you money. Before the American Telephone and Telegraph Company can issue a duplicate certificate, a very exact routine must be completed. You must make an affidavit as to what has happened and you must supply a surety company bond for twice the par value of the lost stock. This is to protect the other stockholders against your lost certificate turning up in such a way as to be a claim against the company. Of course you have to pay for this.

To avoid all this trouble and expense both to yourself and the company keep your stock certificates in a safe place. If you have not access to a burglar proof safe, get a safety deposit box. Probably you have other papers which need to be safeguarded, such as Liberty bonds, certificates of stock in other companies, insurance policies, notes, mortgages, and perhaps a will. These and other valuables may be put where they will be safe, all in one safety deposit box, at slight cost. Arrangements can be made with the safety deposit company, if desired, whereby more than one person may have access to the box.

The treasurer of the Illinois Bell Telephone Company will, upon application, become the custodian of your certificates of stock of the American Telephone and Telegraph Company, and will issue a receipt therefor. The certificate will be returned at any time upon surrender of the receipt.

Why They Stick

NOTICE, if you please, the form of this phrase. It is not a question: "Will they stick?" or "Do they stick?" They do stick, and the question, which is the display line in the advertisement of the American Telephone and Telegraph Company, published on the outside back cover of this magazine, concerns itself with reasons and motives rather than the fact itself.

They do stick. This is the tradition of the Bell telephone service. No matter what emergency comes, the telephone service must be kept going. If it is a flood, the telephone operators and plant men are the last to leave their posts. If it is a fire, it is sometimes necessary actually to drive the girls away from their boards. The why of it all is the Bell spirit of service which has become a thing of power and pervades our whole organization of almost 300,000 workers.

It is not alone in the spectacular emergencies, not alone in those which demand physical courage that the Bell tradition of service rules. As the advertisement says, "some work in quiet laboratories, or at desks; some grapple with problems of management or science; some with the maintenance of lines and equipment; some with office details." Whatever the job, the Bell worker feels the spiritual urge of service to mankind. The Bell Telephone System is proud of its forces. They form the finest body of men and women in the world devoted to a single service.

The Telephone Girl

The following appeared as an editorial in the *New York Times* of February 1:

A GOLD watch and a purse of gold are the reward of Tessie McNamara, the telephone girl who sat sending warnings to all the buildings when munitions began to explode around her at Kingsland, N. J. She was no exception to the invariable rule that the telephone girl is a heroine when disaster comes. Indeed, the unbroken uniformity of the thing is a psychological mystery. What is there about the switchboard to make Casabiancas infallibly and unvaryingly? Flood, fire, battle, whatever it may be, the story is always the same; the same when the dam breaks at Austin, when the Ohio river tries to engulf Dayton. War comes and finds the telephone girl the same, and the Russian Government decorates her "for valor under fire" at Novorossysk. There are heroes in the other ranks of labor, but not so infallibly. Sometimes the elevator man runs his car repeatedly through the flames until the floors fall, but sometimes he does not. There is no worker except the telephone girl, unless it be the wireless operator at sea, whose record is perfectly uniform.

There is nothing in the girl's training to account for it. She is not trained to risk her life, nor paid for doing it, as a policeman is. The uniformity of her record might be explainable if she were upholding the traditions of a service which she had been taught it would be dishonorable to stain; this is a powerful factor in the case of the sea captain standing by his ship as she sinks. But the telephone girl usually knows nothing of any tradition bidding her keep the honor of her service clear, though unconsciously she is fast making such a tradition. There is nothing mechanical or instinctive about her sticking to her post; the other employees run for their lives. That is because they can do nothing to avert the disaster, while she knows that she can lessen it and reasons out the way to do it; so her staying is deliberate, not instinctive.

Chesterton, analyzing the modern woman in business, says she "defends her office with all the fierceness of domesticity," and adds: "They fight for desk and typewriter as for hearth and home, and develop a sort of wolfish wifehood on behalf of the invisible head of the firm."

One would be tempted to think that in the telephone girl the idea of duty is elevated to a feminine passion, if it were not that the calm heroism of the wireless operator forbids the idea that the matter is altogether one of sex. There may be an explanation in the fact that the two are kin, counterparts; the wireless "man" is usually a boy, plucky, careless, confident, looking on life as an adventure. It is an unsatisfactory explanation, though, for there is more that cries out in the girl to go and save herself than gives that call in the boy; and Tessie McNamara, after she had given her thirty-sixth and last call, fainted and had to be carried out amid the exploding shells. Perhaps it would be best to give the solution up and not try to account for it, but simply to pay a tribute of unaffected respect to the humble little worker who, without the least idea of it, is consistently building up, whenever the terrible opportunity comes, a wonderful tradition for her trade.

Brains

ONE of Dr. Johnson's auditors said he could not see the force and application of one of the doctor's remarks. "It is my business to give you arguments," replied the doctor; "not to give you brains."

Digitized by Google

PEOPLE WHO HELP MAKE THE BELL TELEPHONE NEWS

Twenty-two thousand persons, directly or indirectly, help make the BELL TELEPHONE NEWS. *Stories, pictures and suggestions come from the president and from office boys. They are received from all parts of our territory. And they are all welcome. We will tell about other men and women contributors in future issues.*

A LIST of people who help make the BELL TELEPHONE NEWS would be incomplete without including in a prominent place the name of Elbert G. Drew, secretary of the Illinois Bell Telephone Company.

Mr. Drew's contributions have included both art and writings. Three covers of the BELL TELEPHONE NEWS have been from his brush. Recently an article on the Field Museum, Chicago, by Mr. Drew was published.



ELBERT G. DREW

For over thirty years Mr. Drew has been with the Chicago and Illinois Bell Telephone Companies. Upon leaving high school he became a telegrapher and train dispatcher on the Chicago and Eastern Illinois Railroad. In 1890 he started as a stenographer in the office of W. E. Bell, now Chicago division commercial superintendent, long lines department. Later Mr. Drew became in succession chief clerk, claims agent, right of way agent, supervisor of suburban exchanges and purchasing and supply agent.

In 1900 he was transferred to the accounting department as assistant auditor and from 1911 to 1920 was in charge of the revenue accounting work. In February, 1920, he was elected secretary of the company.

Mr. Drew has always been a strong believer that employees should be comrades and as a pioneer in this work aided in establishing one of the first employees' benefit associations in the telephone field. This organization was later merged in the benefit plan of the Bell System.

Despite his active business life, Mr. Drew has found time to become an artist of recognized ability in the field of oils. He has been a student at the Art Institute and has had his landscapes on exhibition there. He was among the founders and is the president of the Business Men's Art Club. He has contributed articles to the art magazines on the "Business Man in Art" and kindred subjects.

Mr. Drew combined his proclivities for comraderie and his hobby of painting and took a leading part in organizing the Bell Picture Makers Club, made up of Illinois Bell telephone employees.

Report of Employees Benefit Fund Committee

To EMPLOYEES:

In compliance with the provisions of the Plan for Employees' Pensions, Disability Benefits and Death Benefits an audit of the receipts and disbursements of the Employees' Benefit Fund for the year ending December 31, 1922, has been made, and a Certificate of Audit by H. C. Robbins, Traveling Auditor for the American Telephone and Telegraph Company, is on file with the secretary. The following is submitted as the Annual Report of the Benefit Fund Committee:

Amount of the Fund January 1, 1922		$523,575
Payment from the Fund during the year 1922:		
Pensions	$ 26,952	
Accident Disability Benefits	37,041	
Sickness Disability Benefits	334,232	
Death Benefits	46,020	444,245
		$ 79,330
Reimbursement from other Telephone Companies		18,172
		$ 97,502

The above payments cover a total of 5,404 cases, about 25 per cent of the average number of 21,663 employees having participated in the benefits during the year. The expense of administration was paid by the company and was not charged to the Fund.

Credits to the Fund during the year 1922:		
Interest at 4 per cent on balance in Fund	$ 12,978	
Appropriation to restore amount in Fund on Jan. 1	413,095	
Miscellaneous credits	11,495	
Additional appropriation to increase amount of Fund	864,930	1,302,498
Amount of Fund January 1, 1923		$1,400,000

During the year the additional appropriation of $864,930 was added to the Employees' Benefit Fund Reserve, subject to the right of the Board of Directors to withdraw such amount from said reserve and appropriate the same to provide for other or further benefits under appropriate regulations.

EMPLOYEES' BENEFIT FUND COMMITTEE,
ILLINOIS BELL TELEPHONE COMPANY.
S. J. LARNED, chairman;
B. S. GARVEY,
F. O. HALE,
F. REDMUND,
H. W. BANG,
W. E. CROSLEY, secretary.

High School Students Visit Canal Office

FIFTY-FOUR pupils and two instructors of Medill high school, Chicago, visited Canal office on Tuesday, March 13, and were escorted through the maintenance department and the operating room. E. E. Burns, instructor in physics at the high school, and E. H. Edwards, instructor in commercial work, with the group of students, consisting of thirty-four boys and twenty girls, arrived at the office at 8:30 in the morning and were met by W. C. Bosworth, Lawndale district traffic manager; G. E. Savage, commercial manager, and B. Iwema, of the maintenance department, who escorted them in groups through the building.

Upon leaving Mr. Burns and Mr. Edwards expressed their thanks for the invitation from the telephone company and stated that their pupils were also well pleased and believed that they had gained a better knowledge of telephone operation.

Arrangements for the visit were made by C. F. Kramer and J. S. Porter, commercial agents, through Mr. Edwards.

Memories of Home

FIRST Kindergarten Teacher—"And how many children have you?"

Second K. Teacher—"Twenty-nine; and how many have you?"

First K. Teacher—"Thirty-six."

Pat (in seat and ahead)—"Say, what part of Ireland do ye come from?"—*Puppet.*

Digitized by Google

CHORAL CONCERT TO BE GIVEN APRIL 25

By Sigurd R. Sjoberg, Chairman, Publicity Committee for the Annual Joint Concert

And the night shall be filled with music,
And the cares, that infest the day,
Shall fold their tents, like the Arabs,
And as silently steal away. —*Longfellow.*

THE increase in the number of choral organizations throughout the country is an indication of the growing appreciation of the important place which music has in our lives. The Illinois Bell Telephone Company's Men's Chorus and Women's Chorus, both under the directorship of Dr. Daniel Protheroe, form the center of the musical life of the telephone organization in Chicago and its immediate vicinity. These choruses are also making their influence felt in the larger musical life of Chicago and have been acknowledged by the critics of past concerts as among the finest in the city.

Following is the program for the annual joint concert of the Men's Chorus and Women's Chorus which will be given Wednesday evening, April 25, at Orchestra Hall:

1. Shout Aloud in Triumph.....Charles Fonteyn Manney
   (Joint Chorus.)
2. (a) A Little Close Harmony.....Geoffrey O'Hara
   (b) The Drum.....S. Archer Gibson
   (c) On the Road to Mandalay.....Oley Speaks
   (Joint Chorus.)
3. (a) Little Brown Baby.....K. W. Basset-Treharne
   (b) Voice of the Western Winds.....J. Barnby
   (c) The Swallows.....F. H. Cowen-Salter
   (Women's Chorus.)
4. Tenor Solos (selected.....
   (Mr. Cranston.)
5. The Lady of Shalott (Part IV).....Wilfred Bendall
   (Women's Chorus.) Solo by Mrs. Cole.
6. (a) Deep River.....Burleigh
   (b) The Brook.....Boisdeffre
   (c) Serenade (March Movement).....Beethoven
   Eolian Ensemble (Harp, Violin and 'Cello).
7. Bugle Song.....Dudley Buck
   (Men's Chorus.)
8. Wake, Miss Lindy.....H. Waldo Warner
   (Men's Chorus.)
9. (a) The Cuckoo Clock.....Grant-Schaefer
   (b) At Twilight.....Rudolph Friml
   (Women's Chorus.)
10. Soprano Solos (Selected).....
    (Mrs. Cole.)
11. (a) De Sandman.....Daniel Protheroe
    (b) The Lamp in the West.....Horatio Parker
    (c) The Bells of St. Mary's.....A. Emmett Adams
    (Men's Chorus.)
12. Whoso Dwelleth Under the Defense of the Most High..
    .....Daniel Protheroe
    (Joint Chorus.) Solo by Mr. Burke.

The program is one which could scarcely be excelled fot interest and completeness. The vocal soloists, Helen Bickerton-Cole, soprano, and George Cranston, tenor, have given pleasing evidence of their talents at previous concerts during the year. The instrumental trio consisting of violin, harp and 'cello is one which the Music committee feels distinctly happy to have obtained. The violinist is Miss Carol Clapp, the harpist Mrs. H. E. Knapp, and the cellist, Day Williams, Jr., all of whom are prominently identified with the musical life of Northwestern University.

The Men's Chorus, which is now in its eighth season, is the older of the two choral organizations. Dr. Protheroe has been its director practically from the start. It has an active membership of about fifty members, several of whom have been in the chorus since it was first organized.

Six concerts have been given by the Men's Chorus since the beginning of its eighth season. The first concert was given for the Old Time Telegraphers and Historical Association at the La Salle hotel, September 14, 1922. B. E. Sunny was the retiring president of the association and it was at his invitation that the concert was given. The second concert was given for the enjoyment of approximately 400 ex-service men at the Speedway hospital, October 11, 1922. The third concert was held in the Hyde Park Presbyterian church last November 16, under the auspices of the Hyde Park Men's Club. Hamilton Park field house was the scene of the fourth concert of the season, January 14, given under the auspices of the South Park commissioners. It was the third annual concert given by the Bell Telephone Male Chorus at Hamilton Park.

The fifth concert was given for the Open Door of the Chicago Women's Club in the Fine Arts building, January 28.

The sixth concert was given under the auspices of the Men's Club of St. Luke's Church in Evanston on April 4.

At each of these concerts the men sang to capacity audiences. The chorus has been ably supported at the piano both at its regular weekly rehearsals and the concerts by Ralph W. Ermeling, who is also organist for Central church at Orchestra Hall.

Dr. Protheroe has had the direction of the Women's Chorus for only two seasons, however the improvement of the chorus is such that if it does not look out it will be the best group of women singers in Chicago and vicinity. The opening of the season in September saw an increase in numbers, an almost perfect attendance and interest has been sustained throughout.

On August 25, 1922, the organization was represented along with other societies, in what was called the president's chorus at Mooseheart, Ill., during a convention of the Loyal Order of Moose.

A goodly number responded to the invitation to sing in "The Messiah" at Medinah Temple on December 31, at which time a chorus of 600 voices was heard.

On January 26 the chorus gave a concert at the Hermosa Methodist church, and received the thanks of the Hermosa Women's Club which extended the invitation to sing.

Dr. Protheroe has been generous in his praise and encouragement to greater efforts, and has won the sincere admiration of the chorus. Much of the success of the rehearsals, and the public appearances resulting therefrom, are due to the superb work of the accompanist, I. W. Prosser, who is also a well-known organist, composer and choir director.

Dr. Protheroe, to whom is due the credit for the splendid work of both choruses, was born in Ystradgynlais, Wales, November 24, 1866. He studied music under Dr. Joseph Parry, Dudley Buck and Hugo Kann. At eighteen he was the leader of a large choral society.

In 1886 he came to America and settled in Scranton, Pa., where he was married. It was there he organized the Cymradorion Society which he led to many a victory at the singing contests of the great Welsh choruses in the ensuing years to 1894.

His work in the musical world has been made notable by a number of fine compositions for male choruses. He wrote "The Crusaders" when but twenty-one. He has also been successful as a composer of solos, anthems and cantatas and as a compiler of church music.

In 1894 he moved to Milwaukee where he lived for several years until Chicago became his home. He has conducted the Arion Musical Club of Milwaukee for the past twenty-four years.

For nineteen years he has directed the music in the Central Church of Chicago.

Dr. Protheroe has been in great demand as a judge in singing contests and by invitation has delivered courses on "Choral Conducting" and "Folk Songs of the Nations" at Northwestern University. He is a versatile contributor to musical publications and to art journals, his hobby being the collection of fine engrav-

Digitized by Google

EXECUTIVES OF BELL TELEPHONE MEN'S CHORUS AND BELL TELEPHONE WOMEN'S CHORUS OF CHICAGO



A. U. Harper, President, Men's Chorus.



Miss E. R. Pearson, President, Women's Chorus.



Daniel Protheroe, Director of both choruses.



Above — Miss Harriet M. Cotton, Vice President, Women's Chorus. At right—G. P. Putnam, Jr., Secretary, Men's Chorus.







Above—H. W. Fox, Vice President, Men's Chorus. At left—Miss Jessie Righter, Secretary, Women's Chorus.

ings and other examples of the graphic art. He holds the degree of Bachelor of Music from the University of Toronto and of Doctor of Music from the grand conservatory of the University of New York.

A concert given by the Baltimore and Ohio Glee Club in Baltimore, Md., January 30, 1923, was devoted entirely to the compositions of Dr. Protheroe.

The man that hath no music in himself,
Nor is not moved with concord of sweet sounds,
Is fit for treasons, strategems and spoils.

—*Shakespeare.*

Changes in "Bell Telephone News" Distribution Lists

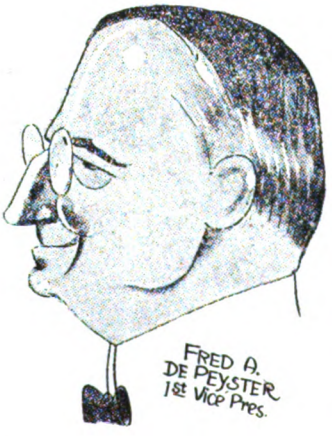
REQUESTS for additional copies of the BELL TELEPHONE NEWS or the *Weekly Supplement*, or any changes to be made in the arrangements for their distribution in any department, should be addressed to the Editor, 212 West Washington street, Chicago. Any telephone calls referring to distribution should be made to OFFicial 9300, Extension 248, chief clerk, publicity department.

Bundscho's Business Bromides

THERE never was a chance, since the world began, to conquer the world with kindliness and a good spirit, equal to the chance that business brings each one of us, every day.

London Telephone Service Hopelessly Inadequate

BUSINESS houses and the best hotels in London have a telephone service of some sort, but in private homes telephones are practically unknown. If you wish to telephone a friend, you can, if it is in business hours, find a store, probably some blocks away and telephone some other store, where they will undertake to convey a message to your friend. The big fashionable apartment buildings in Kensington advertise "telephone service." It consists of a telephone in the janitor's quarters where messages are received, and which tenants may use. The telephone, as a public utility, is as old in London as it is in Chicago. The present remarkable telephone facilities in Chicago are due to the enterprise that company ownership permits.—*Peoples Gas Gazette.*



F. A. de Peyster Cartooned

WHEN the Central Lions Club of Chicago met at luncheon in the Hotel Sherman February 27, Cartoonist Llanzua of the *Chicago Herald and Examiner* picked on Fred A. dePeyster. At your left is the picture the paper published the next. The Illinois Bell's superintendent of traffic for Division One was a victim because he was being installed as first vice-president of the Lions' organization.

Digitized by Google

SNAPSHOTS OF THE MONTH FROM CHICAGO





Above—P. B. X. Operators of Division No. 1 who visited our downtown offices. Left to right—Vera Marten, A. O. Slaughter Company; Mabel Paper, P. B. X. Instructor; May Connelly, Horders, Inc.; Clotilda Lietz, Victor X-Ray Company; Lillian Jenkins, P. B. X. Instructor; Mabel Shield, Burroughs Adding Machine Company; Irene Dwyer, John V. Farwell; Pearl E. Lewis, Underwood Typewriter Company; Jessie Rummey, Peerless Light Company. At right—Another group of P. B. X. Operators of Division No. 1 who visited Main, Toll and Long Lines Offices on March 8. Left to right—Alice Vander Meulen, Gage Brothers; Bernice Lee, L. D. Leach and Company; Olga Johnson, Wilson Jones Loose Leaf Company; Helen Burgess, Winston Strawn and Shaw; Bert Weiner, Sonnenschein, Berkson, Lautmann and Levinson; Hattie Pachcofski, Crane Company; Mae Walsh, L. D. Leach and Company; Anna Hankermeyer, Y. M. C. A.; Rosemary Prindiville, Utility Securities Company; Winifred Gerhardt, Morris Plan Bank; Mae Begley, Detmer, Bruner, Mason, Inc.; Mae Hardman, Reid, Murdock Co.



Miss Mary Sheil, Pay Station Attendant at the Morrison Hotel, who won praise for assisting a deaf and dumb subscriber in getting through message.



Below: (Left) C. J. Arden, who succeeds R. A. Carey (right) as Chief Clerk to the Suburban Division Traffic Superintendent. Mr. Carey was appointed a Traffic Supervisor.



At left—Commanders of American Legion Posts, photographed at a joint meeting in the Edison Building, March 15. Left to right—R. L. Avery, Peoples Gas Light Post, 336; Paul Kenny, Bell Post 242; Richard Dwyer, Chicago Elevated Post, 184; C. J. Hughes, Commonwealth Edison Post, 118.

Digitized by Google

DREAMERS WHOSE DREAMS CAME TRUE

A Talk by Gilbert W. Butler, Special Field Scout Commissioner, Broadcast by the Author March 9, 1923, from Station WBU, Chicago—Mr. Butler Is in the Plant Engineering Division, Chicago

THE telephone company at one time employed men operators. The Morrell Park office was located over a saloon. It was the custom of operators to signal for a schooner of beer by stamping on the floor. One night during a blizzard the traffic manager showed up for inspection. Stamping the snow from his shoes—Thump! Thump! Thump! Thump! Up came the barkeeper with four beers.

After all, it was using liquor in wrong time and quantity that caused prohibition.

If, by any chance, Thomas A. Watson were tuned in tonight I would respectfully offer him congratulation on this anniversary week, for forty-seven years ago, on March 10, 1876, Mr. Watson heard the first spoken sentence ever transmitted by electrical energy.

Two discs had been connected by a charged wire. Professor Alexander Graham Bell at one end had called: "Mr. Watson, come here, I want you." The disc before him caught the vibrations of sound; the current carried them along the wire; the disc at Mr. Watson's end reproduced them; Mr. Watson *heard,* dropped the receiver and rushed out to Mr. Bell. "I can hear you," he shouted. "I can hear the words."

The telephone had suddenly become an established fact. Professor Alexander Graham Bell, the discoverer, had dreamed and *made his dream come true.*

No discovery has ever been less accidental; it was the result of untiring research by a man whose studies of accoustics and electricity combined to render to humanity a service, unequalled in the history of invention and discovery.

You, brother scouts, who have tuned in for this message, can secure for yourselves a great addition to your knowledge, a wonderful intellectual feast, if you will get from the public library Herbert N. Casson's "History of the Telephone," and Albert Bigelow Paine's book entitled "In One Man's Life." Frankly speaking, much of the material in this talk tonight was gleaned from those two sources, and while we can only touch a few of the most important factors of early telephone development (in the time allowed), we trust that you will find in them enough inspiration to start you on a course of research of your own.

Since reading those two books, I can look thoughtfully at the telephone instrument in my home and see more wonders than could fill the imagination of a crystal gazer, or be displayed by the fabled magic of Aladdin's lamp. There comes, besides, a feeling of impatience toward those who fail to use it right.

This morning a man stood in a telephone booth, working the receiver hook up and down at the rate of about five times per second. Perhaps he knew that a proper manipulation of the hook would cause a lamp signal on the switchboard to be light and dark, alternately, thus signaling the operator, but he did not know that the relay will not operate unless the movement be deliberate and slow.

Ignorance and impatience mean failure, in every way. Oh, read the life stories of the pioneers in telephony and you will never be careless in manner like that!

Patience? Listen! There were forty weeks of study and work —night and day—between the time when Mr. Watson heard that first telephone message and the day on which Mr. Bell discovered the telephone *principle.*

Imagine an electrical work shop, located in Court street, Boston, a warm day, June 2, 1875, and two young men, Professor Bell, instructor of deaf mutes, and Thomas A. Watson, electrician. Remember that Professor Bell was already known on at least two continents as a man who had done marvelous things in teaching deaf mutes to speak. Remember, too, that then—at the age of twenty-seven years, he was drifting away from teaching and risking both fame and financial success in an effort that caused him, at the time, to be a laughing stock. "If I can make a deaf mute talk I can make iron talk," he said. He was dreaming of the telephone.

The shop was littered up with tuning forks, magnets, batteries, coils of wire, trumpets and cigar boxes. The teacher was engaged in the making of a queer machine—composed of a crude harmonica, a clock spring reed, a magnet and a wire. That machine had absorbed most of his attention for three years. There was another similar machine in the next room and the two were connected by an electric wire. Suddenly a faint twang came from the machine in front of Professor Bell. Watson had snapped the reed on one machine and the professor had heard from the other, exactly the same sound. "And there," says Mr. Casson, "was the tiny cry of the new born telephone—uttered in the clanging din of a machine shop and happily heard by a man whose ear had been trained to recognize the strange voice of the little newcomer. There amidst flying belts and jarring wheels the baby telephone was born as feeble and helpless as any other baby and with no language but a cry."

Someone has said, "The early history of the telephone is the story of three great moments—three dramatic days." We have noted two of them: June 2, 1875, and March 10, 1876.

The third great moment came on another June day, in 1876 at the Centennial Exposition in Philadelphia. Many were the new inventions exhibited there. Among them the first electric light, the first grain binder and the telephone. It is a remarkable fact that Prof. Bell's work for deaf mutes was destined to prove as the sowing of seed which would bring a wonderful harvest of coöperation.

Capital was needed to develop and launch the telephone on its career, and this was first supplied by Thomas Sanders, dealer in leather whose five year old son was one of the professor's afflicted pupils.

Influence was needed to gain admission to the Centennial Exposition as an exhibitor. This was brought to bear by Gardiner G. Hubbard, lawyer of Boston and a member of Congress, whose daughter was also a deaf mute pupil of Bell's, and to whom he was later married.

The stories of Sanders risking his entire fortune in the face of ridicule from bankers and other prominent business men and the story of the optimism of Mr. Hubbard, who carried a pair of telephone instruments with him wherever he traveled, talked of them to every one who would listen, are in themselves history worthy of separate volumes, for no one would consider the telephone as anything more than a scientific toy.

The climax of reward for work among the afflicted came at the exposition. The telephone exhibit was placed in an obscure corner. The judges displayed no interest, other than occasional frivolous question as to whether it would talk to China, but suddenly a distinguished visitor, the emperor of Brazil, appeared, surrounded by a bevy of courtiers and judges. He stepped quickly away from the group, advanced with both hands outstretched, exclaiming: "Professor Bell, I am delighted to see you again." The emperor had once visited Bell's class of deaf mutes in Boston University.

So, with the emperor in the midst of some fifty assembled scientists and judges Bell went to the transmitter. A wire had been strung from one end of the room to the other. The emperor placed the receiver to his ear, listened for a moment, then exclaimed with a look of utter amazement, "My God! It talks."

Scientists from all over the world were in that group, and among them the British Lord Kelvin, engineer of the first Atlantic cable. He listened long and carefully. "It does speak," he said.

Digitized by Google

"It is the most marvelous thing I have seen in America."

Until nearly ten o'clock that night the judges talked and listened alternately, and thus it happened that the crude little instrument which had been tossed into an out-of-the-way corner, ridiculed and despised, became the most highly honored invention of the exposition.

All these incidents of the centennial were reported in the newspapers of the day and this printed publicity was followed up by Bell and Watson with a series of lectures and demonstrations. These were well attended and also the subject of newspaper articles.

A short time later Bell obtained the use of a telegraph line between Boston and Cambridge. Two telephones were connected to the line and a conversation took place between Bell in Boston and Watson in Cambridge. This conversation was reported in full in next morning's *Advertiser*. You would think that all this publicity, including the expressed opinions of the scientists of the day, would have resulted in a rush of capitalists, all anxious to advance money for the development of a new public service. This was not the case. Perhaps if the invention had been simply an important improvement upon some existing, much used, mechanical contrivance, capital would have been easy to obtain. Here was something entirely new, something hitherto unheard, undreamed of, and business men were slow in any expression of confidence in its future.

Fourteen months after the telephone had uttered its first distinct word a man named Holmes leased a few instruments to be used for burglar alarm service to banks. That seems to have been the real commencement of big business, for the Holmes experiment proved successful and attracted wide attention to this practical use.

Briefly speaking, from that time on orders for leased instruments came in rapidly but the cost of production was so heavy, in proportion to the annual rental, that the company which had been formed to conduct the telephone service was constantly in financial straits. Then infringement, opposition and many law suits regarding patent rights had to be met and overcome.

At this time a young man named Theodore N. Vail came into the scene. Mr. Vail was only twenty-eight years old, but was already enjoying a nation-wide reputation as one who had risen from the position of a clerk in the railway mail service to be superintendent of that branch of postal work. Mr. Vail had revolutionized, at least, one branch of the service and was recognized by Congress as a man of remarkable ability with a brilliant future. Yet, when approached by Mr. Hubbard, he was willing to leave those particular prospects behind, pin his faith to the possibilities of the telephone, get into the fight which was threatening the very life of the existing company and *win*. That is exactly what he did.

Someone has written, "There was not one of these men who could have done the work of the other. Each was distinctive and indispensable. Bell invented the telephone; Watson constructed it; Sanders financed it and Vail put it on a business basis."



WEST SIDE MAINTENANCE MEN ON THE ALLEYS—AS SEEN BY PAUL BAUER



ARTHUR SUMMERFELD, OFFICE BOY IN THE TOLL DEPARTMENT AT CHICAGO, IS THOROUGHLY SOLD ON COURTESY. HE CONTRIBUTED THE ABOVE CARTOON TO THE BELL TELEPHONE NEWS.

Mr. Vail's activities continued until his death, on the comparatively recent date of April 20, 1920. His name, his work, pass into history as that of one of the world's greatest captains of industry. The value of his service can never be measured. It is beyond comprehension.

We cannot imagine ourselves without telephone service today. The instrument through which this message is broadcast, the receivers at your ears, are all simply and purely developments of that great discovery of Alexander Graham Bell.

The United States has become from east to west three thousand miles of neighbors within speaking distance. Oceans are no longer barriers to speech, for our voices may reach from shore to shore.

Transportation lessens distance, the telephone eliminates it.

There are many others who brought their energy and brains to this development too numerous to mention here, but with all their differences in ability and temperament, one great characteristic is common to them all—*faith*. Faith in themselves and in their product. The type of faith which removes mountains. Mountains of poverty, mountains of ridicule, mountains of opposition. Faith is the foundation of all true energy and courage. Faith wins victories. *Faith is the victory.*

Clock springs and rusted iron wires,
A crude harmonica and reed,
A student whom no labor tires,
And thus a hidden power was freed.

'Mid flying belts and jarring wheels
The baby telephone arrives.
With trembling knees an expert kneels
To listen as the infant cries.

To all the world the story tell
Of difficulties overcome,
Of Alexander Graham Bell,
Of hard-earned victory he won.

And speak of them who could not fail,
Of Sanders, Hubbard, Watson, Blake,
Our loved and undefeated Vail,
A marvelous history they make.

You, too, shall live in history's page,
Oh! Pioneer of present day,
Who heart and intellect engage
For service—you prepared the way.

Bundscho's Business Bromides

EVER see a lot of children fixing up something to play with? Then have you seen the same kids when their mothers asked them to do some work? How do you feel about *your* work—*your* business?

—L

Digitized by Google

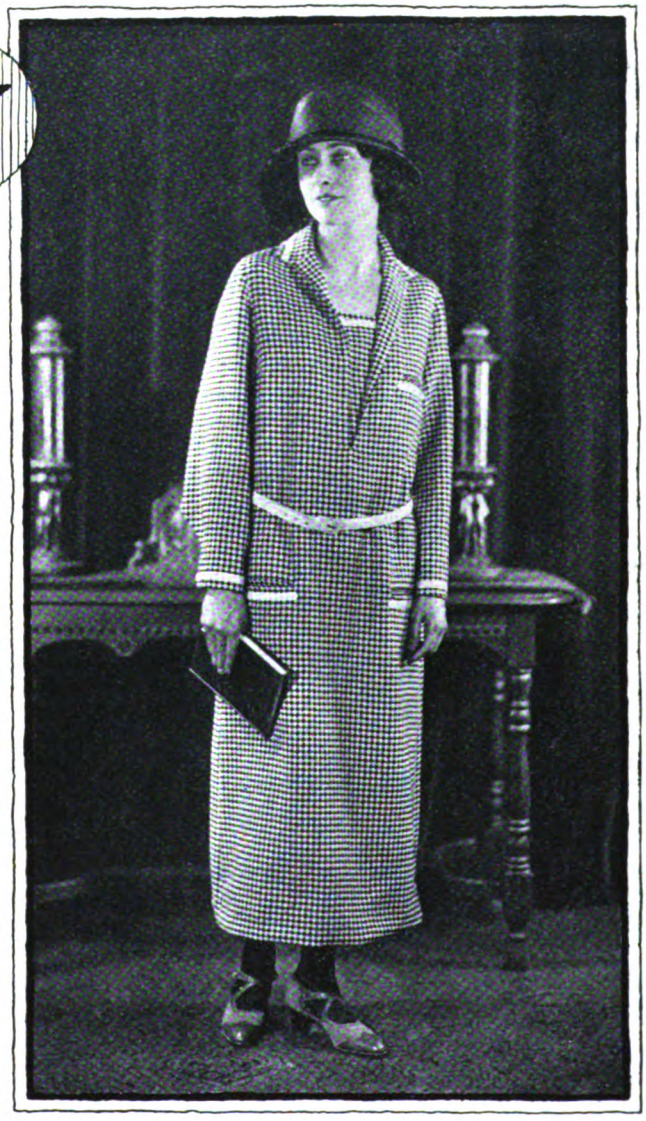


Black and White for Sport Clothes

MISS MARION BERRY of the operators' training department selected for sports a pleated flannel skirt, a particularly smart sweater in black and white with monogramme motif, and a blouse of imported dimity that slips over the head. Her hat is of rough tan straw with lighter ribbon, and her shoes dark and light brown leather. Skirt, $10.75; sweater, $8.75; hat, $18; blouse, $7.50; shoes, $12.

Likewise for Spring Street Frock

MISS THELMA REILLY, of the same department, chose this delightful dress for spring in black and white check trimmed and belted with white leather. Her hat is of scarlet straw with feather brim and cockade, and her cross strap slippers of grey leather and suede. Dress, $40; hat, $18; shoes, $16.50.



But Soft Collars for Afternoon

MISS REILLY'S hat is of delicate grey taffeta and matching feathers, and her dress, beaded Georgette in Lanvin green. Dress, $27.50; hat, $13.75.

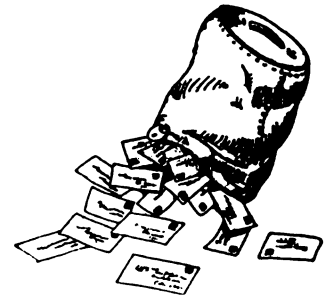


PHOTOGRAPHS BY COURTESY OF MARSHALL FIELD & COMPANY, CHICAGO.

Digitized by Google



WHAT THEY SAY ABOUT US



Here Are Some Letters Received by the Company

"SPIRIT of Service" is the expression used by Bell people to express their loyalty to the Bell System and to its ideals. This same expression was used in a recent letter to W. R. Abbott, in which Marquis Eaton, of Defrees, Buckingham and Eaton, attorneys, said:

> I wish to write you, for reference to the proper department, to express my appreciation of the remarkably fine work done by one of your company's representatives in installing our new switchboard. It was a hard job, involving several days of steady and difficult labor. Unfortunately, the work had to be done in cramped quarters and under considerable difficulty. In the face of these obstacles, the representative (whose name, I find, is H. A. Sippel) has completed the installation without obstructing in any way our incoming and outgoing calls.
>
> I feel that such admirable service from the rank and file should be reported by your customers with the same promptness which characterizes complaints when anything goes wrong.
>
> I desire to make it perfectly clear that there was nothing which even approached an intimation that any special acknowledgment of the service was expected or desired. This letter is written simply because a piece of work which might have caused us great inconvenience has been done by a man who apparently knows his job thoroughly and brought to it a spirit of service which it affords us pleasure to commend.

This work was completed by H. A. Sippel, a P. B. X. installer under the immediate direction of H. Stolt, a P. B. X. foreman.

Philip Richard Davis, a Chicago attorney, was also pleased with a recent installation made by John H. Fairman. Mr. Davis says:

> Please be advised that the undersigned was very much impressed with the work of the young man that the company sent over to install 'phone at 548 Otis building and feel that just as one is inclined to condemn poor workmanship, one should commend good workmanship.

While making a change from a four-party to a two-party line in the home of J. D. Childers, secretary and treasurer of the Good Fellow Club of Iroquois Plant, the Steel and Tube Company of America, Mr. Mertka had occasion to show the "spirit of service" as told in Mr. Childers' letter:

> I wish to take this means of thanking you for the courtesy extended my wife yesterday by one of your employees, whose name, I believe, is Mr. Leo Mertka.
>
> Mr. Mertka was changing my telephone, number South Shore 4569, located at 7535 Crandon avenue, from a four-party to a two-party line, and when it came time for him to quit at 5 o'clock in the afternoon, he discovered that the necessary connections could not be made in your central office and that we would have no service during the night, whereupon he informed Mrs. Childers of that fact.
>
> It so happened that our little girl was very sick at this time, and my wife was very anxious to have telephone service during the night, as we did not know at what time it would be necessary to call a doctor. Your employee, at that time, stated that he would do everything possible towards making a connection for us so that we might get service, and in fulfillment of his promise, he returned about thirty minutes later and stated that he had been able to get in touch with someone at your central office, who made the necessary connections, and gave us the desired service.
>
> This was very much appreciated by us, and I am very glad to be able to advise you of the action of Mr. Mertka, and also thank you for the courtesies which were extended at that time.

Mrs. Edna Hewitt, night operator at Oakland office, was commended by Mrs. I. Pitluk, a Chicago subscriber, as follows:

> My appreciation of your company's service and the efforts of one of your operators at a time when most needed, due to sickness and grief, is most deep, and I believe it my duty that such service rendered by one of your employees should come to your attention.
>
> It was necessary that I secure oxygen and other necessities which I was unable to secure at that time in the morning, but through the efforts of your operator, Mrs. Edna Hewitt, of the Forty-fifth and Cottage Grove exchange I was able to obtain these things.
>
> My reason for bringing this to your attention is that such service will be commended by your company.

Maurice Roth, of Ruehl and Bingen, an insurance and real estate firm, has written to the telephone company, commenting on the exceptionally good telephone service his firm has been receiving in the past:

The Rev. H. Grundy, a Chicago subscriber, says:

> It affords me the greatest pleasure and satisfaction to report to you the most unusually kind courtesy that I have just received at the hands of one of your lady assistants, Miss Clemmenson, No. 6455, I think.
>
> I greatly needed the 'phone number in Maywood of Mrs. J. G. Read, my daughter, formerly Maywood 2491, who lately has been given a new Maywood number in her new home, which new number is not yet published and not known to us.
>
> We were unable to get the information through the information department, but when I gave the same details to your office I was amazed at the kind, decorous, ladylike treatment accorded me by your Miss Clemmenson. She went to far more trouble than I could have expected to supply the information, and she did it perfectly.
>
> So pleased and so impressed were we with the above, that I went back to the 'phone to obtain such particulars as would enable me to write this letter to you. Doubtless you and your employees get enough communications on the other side, that a word of commendation will hurt none of you. We all sadly need more kindliness and consideration for others. I am sure this will be received in the spirit in which it is written.

Mrs. Josephine Cooney Curran, a Midway subscriber, writes as follows:

> May I ask you to extend to your staff of operators the sincere thanks of my family for the prompt and courteous service given during the final illness and death of my father, Patrick J. Cooney? We really feel that they ought to know that their splendid service was greatly appreciated.

E. R. Cogswell, district commercial manager, Springfield, received a letter on March 1, from Lanphier and Company, which reads as follows:

> I want to thank you for the very excellent long distance service given us today. I put in calls for fourteen different towns in Illinois about ten o'clock this morning and by 10:50 had talked to my party at each town, including one of them whom your operator had followed to another city where he had gone on business.
>
> I think that this is really a remarkable record and thought that you should know of our satisfaction with it.

P. B. Shee, of Oak Park, has written to the telephone company, telling how an Oak Park operator obtained aid for his wife when she was taken critically ill, and says in conclusion:

> Such thoughtfulness should not go unmentioned, and it gives me great pleasure to let you know I greatly appreciate the kindness.
>
> If possible, I would be glad to have you let the operator know my feelings in the matter. I tried to find who she was.

The call referred to in this letter was first handled by Miss Ida Sheets, an operator, who referred it to her senior supervisor, Miss Ethelyne Moore, who completed the call from Mrs. Shee to her husband, and after referring the call to Mrs. Georgiene

Digitized by Google

Krausfeldt, chief operator, called a physician for the stricken woman.

Alfred E. Hamill, a Lake Forest subscriber, says:

Owing to the death of Mrs. David Dangler, yesterday, and being in charge of all the arrangements which were then necessary, I had occasion to use the telephone, either Lake Forest 88 or 180, constantly during the day.

With long distance and other calls I must have been on the telephone fifty times and I wish to express to you and your associates in Lake Forest my appreciation of the uniform courtesy and efficiency with which I was met.

Mrs. D. Burman, a Chicago subscriber, says in a recent letter:

I wish to commend operator No. 9071 for the excellent service rendered this morning (March 2) to me at Nevada 8927.

Miss Agnes Williams is the operator to whom Mrs. Burman referred.

While George W. Morris of Marietta, Ohio, was a guest at the Morrison hotel, Chicago, Miss Mary Sheil, day pay station attendant at the hotel, assisted him in finding numbers in the directory and delivered and accepted messages over the telephone for him. As Mr. Morris is deaf, the messages were written out for him by Miss Sheil. Later, Miss Sheil received a letter from H. W. Meyers, a friend of Mr. Morris' saying:

Little does one know when doing a kindly act how much same is appreciated.

Your consideration to my dear friend, George W. Morris, of Marietta, Ohio, while a guest at the Morrison, is not only thoughtful, but indicates a human trait not often found on the hustle of busy business.

Your little act of kindness and patience to one afflicted with deafness, as is my friend, will bring you due credit, let it suffice with this acknowledgment unbeknown to Mr. Morris, and may the thought of same bring you much happiness.

From a firm believer in the "Golden Rule."

Joseph Prendergast, a Chicago physician, a subscriber from Kedzie office, in a letter says:

February 26, about eight o'clock, I called up ten numbers. Every connection was made without a hitch.

The operator who answered me deserves high commendation. Such service is very gratifying. It is a real pleasure.

Miss Mabel Madsen handled Doctor Prendergast's calls.

Following a fire at the Illinois Car and Manufacturing Company, Chicago Heights, F. B. Kemper of that company, wrote to the local telephone manager saying:

I wish to compliment you on the efficiency of your local repair department.

We had quite a fire here, January 30, which destroyed the telephone connections. Before the fire was under control, your repair department had telephone service installed for us, and within forty-eight hours after the fire was extinguished, complete service was installed.

We think this quite wonderful service, and thank you for it.

E. H. Bauer, plant chief, was directly responsible for the restoration of this service. He was assisted by G. L. Cooper, wire chief; John Hansen and T. E. Thorp, repairmen, and George C. Seward, cable splicer.

Building Better Boys at Camp Roosevelt

ANGUS S. HIBBARD and Maj. F. L. Beals, U. S. A., are busily engaged formulating new features for the entertainment and better development of boys who will go to Camp Roosevelt this summer.

Camp Roosevelt is that institution founded for the average American boy, and for him alone. It has helped more than 5,000 boys during the four summers since its inception to become better American citizens, to have a keener appreciation and respect for law and constituted authority and at the same time enjoy the finest kind of summer's outing. Swimming, drilling, hiking, athletics of all kinds occupy their share of the daily program where boys learn to work hard, to play hard and to be on the square.

Martin Sobiesk of the telephone organization attended the



A GAME OF BALL AT CAMP ROOSEVELT



ON THE RIFLE RANGE AT CAMP ROOSEVELT

camp last summer and during his two weeks' sojourn won medals for efficiency in drill and campcraft, an unusual achievement for such a brief period.

The camp is located on the shores of Silver Lake, near Rolling Prairie, Ind., and while it was established for Chicago boys it accepts them from all parts of the country. The plan offers the solution of the problem of proper training and recreation for the summer vacation period. Those who have growing sons, or who are interested in young boys, may take advantage of this opportunity which provides every feature of the most exclusive camps at but a fraction of the cost.

Maj. Beals, commander of the camp, has his office at the Board of Education, 460 South State street, Chicago. Further information may be had from him.

The Scoutmaster

By Edgar E. Guest.

There isn't any pay for you, you serve without reward.
The boys who tramp the fields with you but little could afford,
And yet your pay is richer far than men who toil for gold,
For in a dozen different ways your service shall be told.

You'll read it in the faces of a troop of growing boys,
You'll read it in the pleasure of a dozen manly joys,
And down the distant future—you will surely read it then,
Emblazoned through the service of a band of loyal men.

Five years of willing labor and of brothering a troop,
Five years of trudging highways, with the Indian cry and whoop,
Five years of camp fires burning, not alone for pleasure's sake,
But the future generation which these boys are soon to make.

They have no gold to give you, but when age comes on to you
They'll give you back the splendid things you taught them how to do,
They'll give you rich contentment and a thrill of honest pride
And you'll see your nation prosper, and you'll all be satisfied.

Digitized by Google

TELEPHONE TRAIL BLAZERS WITH APRIL SERVICE RECORDS

James P. Hennessy
April, 1884—39 Years

MR. HENNESSY—and they all call him "Jim"—is not the same "Hennessy" made famous in the celebrated Dooley stories, though he is quite as much of a philosopher. He seems to know and keenly remembers the "good old days," which he says are better in just the proportion that one can forget the details. He recalls the times when one lineman went out on a job which is now done by two or three, not that the man of yesteryear did more work, or that he was more efficient; quite the other way, but time has obliterated the thought that in those days he had to work like the dickens with a whole lot less pay.



JAMES P. HENNESSY

Help was not so easily obtained, nor were there the tools and conveniences in 1884 that exist today. Jim says that in his judgment the world is a lot better and life a lot easier than it was forty years ago, and that the telephone people have done wonders in every line, in spite of any chance calamity howlers who might think differently.

Mr. Hennessy started carrying bundles for Mr. Sunny, in the office in the Pullman building, Chicago, and has worked under every president. After three months, Jim tackled Mr. Sunny for an outside job, and was sent with the Brooks oil-cable gang, which some of our young people may not know, was a tube in which the wires lay in crude oil. That was when the Chicago Telephone Company bragged about having 500 miles of wire (not pairs) underground.

At that time, the housetop method of stringing wires was still in vogue, and Jim was sent out on that kind of work—running jumpers on roof tops.

He says it seems strange to say that at one time he did all of the cable splicing in the suburban division, which today requires a small army of men, but such is the case. Mr. Hennessy came to the P. B. X. department in 1893—when it was a baby, and he has stuck with it, helping it grow to a giant.



HARRY J. LEWIS

Harry J. Lewis
April, 1891—32 Years

We certainly should have a rubber stamp for the trail blazers who started in that La Salle street No. 12 office in Chicago. There are so many of them that we could "prove in" the expense of a stamp, and Mr. Lewis is just another No. 12 messenger boy, of 1891.

He started when J. D. Clark was superintendent and Harry worked directly under Sam Luscombe.

He recalls the time when Charlie Mahin was the official "scoutmaster"; that is, he had charge of the boys, including Harry.

Right in back of No. 12 office was a barber shop, and it was a part of Charlie Mahin's job to keep the boys looking trim and neat, so he arranged for free shaves and shines, and it was there that Harry distinctly remembers being chased in for his first shave.

A little later Harry was sent to the Palmer House, and took charge of the local and long distance switchboard, with the title of local manager. He subsequently served in a similar capacity at the Grand Pacific and the Auditorium hotels. During the Columbian Exposition Mr. Lewis worked in the Electricity building on the fair grounds, and most vividly remembers the Midway Plaisance as a part of his district.

In 1897 he was called into the office of Mr. Sailor of the Suburban department, as a clerk. In 1899 we find him in the actual construction work, his first job in that line being at Roselle. Two years later he was put in charge of a gang, and has stuck closely to construction work ever since.

We were rather fortunate in having a "seaside" picture of Mr. Lewis to reproduce at this time, because it is so different from a picture we might get out in the district. You see, he is district construction superintendent for the Evanston area, and "old man sleet storm" has just given him a rush job to reconstruct several miles of pole lines and this will keep him and his men busy for some time.

Thomas L. Harrigan
April, 1893—30 Years

Just on the left, as you enter the accounting division in the Chicago office you may see Thomas Harrigan, who started with the Central Union Telephone Company in the general offices in the Ashland block, Chicago. This was in 1893, and at that time the Central Union territory comprised Ohio, Indiana and all of Illinois except Chicago suburban territory. The office in the Ashland block was the headquarters of the auditing department, and of Mr. Stone, at that time president of the company.



THOMAS L. HARRIGAN

Later the offices and such employees who wished to go along were moved to Indianapolis, Ind., and Mr. Harrigan was one who went along. He remained with the organization while there and when they moved back to Chicago about twelve years ago, Mr. Harrigan came back, together with many of the same folks who had moved to Indianapolis on the first transfer.

In thirty years Mr. Harrigan notes many wonderful changes for the better, particularly in the improvement of systems and routines, among other, the labor saving values of the addressing and printing devices which have been developed, and the minimizing of errors by the use of mechanical computing devices.

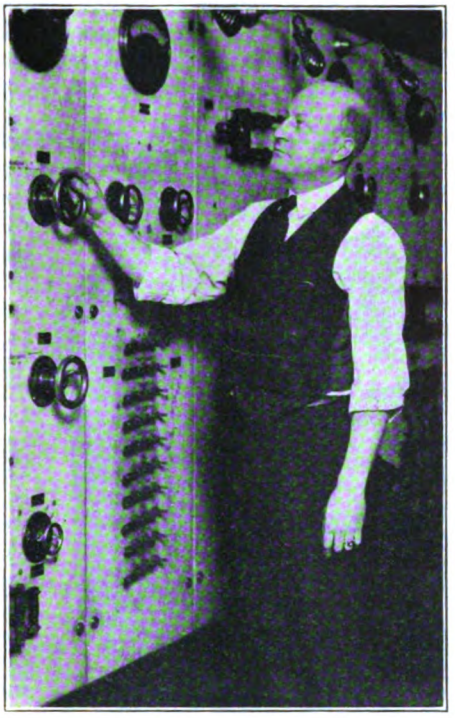
Mr. Harrigan asks how many of you have forgotten the time when the first call on your line in the morning was the operator who rang your bell, and when you answered, said with a cheery voice, "Morning test, thank you." Had you forgotten?

Clarence S. Johnson
April, 1894—29 Years

Mr. Johnson drew his first breath in his telephone life as an installer's helper in Milwaukee, and he denies having helped to make Milwaukee famous. Later he became a troubleman in south district, covering Bay View, Hall's Corners and other

Digitized by Google

places. In the pursuit of his duties he had to use a horse and buggy and together with chasing trouble, he had to make collections which sometimes was trouble of another kind.



CLARENCE S. JOHNSON

As Mr. Johnson precisely remembers, Wisconsin tamarack poles were hard and slippery. It was a common legend among the linemen of the time that they had to use gimlets to bore holes for their spurs in climbing tamaracks, though the smoothness of the poles made it easy to come down when the spurs pulled out unawares.

Somewhat later Mr. Johnson was brought into Milwaukee office to work on the testboard, taking special care of the Morse lines—he being a "brasspounder." Then he became a state inspector which included auditing and service inspection. This, together with buying rights-of-way, enabled him to know every good trout stream in Wisconsin.

When the O'Connell phantom coils were first put in service, Mr. Johnson helped try them out at Lake Geneva, and used the occasion and the acquiantance formed to ask for a job in Chicago. Soon afterwards he came to Chicago as a repairman and all around handyman in the toll room. When the toll room was moved to the new toll building he went along and served on the testboard for several years. Just now he can be found at his old station at the toll test board helping to straighten out the damage caused by the latest unwelcome sleet storm.



CHARLES LEFEBVRE

Charles Lefebvre

April, 1897—26 Years

Mr. Lefebvre actually started in telephone work in August 1880, and if he had not been one of those linemen of the old school—who would quit at the drop of a hat, or resign to go to town for a plug of tobacco, he would now have had forty-three years of service to his credit.

Just think of it! He admits having quit work seven times in one week! It can't be done today. Quitting a job on the slightest provocation was a habit with the "hardboiled" linemen of those days. Nearly everyone was a natural nomad or a floater, home was where they hung their spurs and hats. So let us chronicle that Charles Lefebvre started setting poles on Morgan street in Chicago for the A. D. T. Company in 1880.

In 1883 he went with the Western Union Telegraph Company for two years, coming back to Chicago in 1885 to work with the Bell company until 1887. Two years was a long time to rest in one spot, so Charlie jumped the job again and went to work with the old Chicago Arc Light and Power Company, now known as the Commonwealth Edison Company. Mr. Sunny was then the general manager of the Arc Light Company and Mr. Lefebvre stayed with them until 1893—six years.

You see that the quitting work spells were becoming less frequent, and when Mr. Lefebvre finally came back to the Bell company he came to stay, and his piled up a regular service record of twenty-six years, most of which has been spent in the Suburban division.

Andrew L. Burket

April, 1897—26 Years

Over a quarter of a century ago, according to the records, the Central Union Telephone Company took on a lineman's helper at Dixon in the person of Andrew Burket.



ANDREW L. BURKET

In order that he might "wear out instead of rust out," as the saying goes, he was kept busy during the day helping to string wires, and at night, on the last watch, taking care of the calls at the switchboard.

After spending about a year and a half at this "Dr. Jekyl and Mr. Hyde" job, he went into construction work, and later was chosen as the wire chief for Galena. Later he was detailed to Belvedere where he became wire chief and manager, which job, for multiplicity of duties, was on a par with the Pooh Bah of the Mikado.

In those years the manager was the "whole thing," in that he paid bills, made collections, hired the help and, when necessary, jumped in and made repairs to lines and instruments and switchboards.

Then Mr. Burket went to Rockford as division toll wire chief, where he remained about two years, at the end of which he went to Chicago as a P. B. X. installer, working under R. M. Bennett for about a year.

Next the financial depression of 1907 came on, and rearrangement of the force resulted in the transfer of Mr. Burket to the Western Electric Company, where he was an inspector of central office equipment in which capacity he supervised the installation of the new Lincoln office and the Drexel unit.

After this, he came back to the old job with the telephone company in the P. B. X. division, with which he has been identified ever since, serving in nearly every capacity, particularly in the engineering unit of the maintenance department, under Mr. Hyatt, where he aids in the solution of the special engineering problems of the P. B. X. and central office equipment.

Thomas Emmett

April, 1899—24 Years



THOMAS EMMETT

Thomas Emmett is another one of our trail blazers who started in that now historic spot—No. 12, A. D. T. office, as a messenger boy. This you may remember was at 127 South La Salle street, Chicago.

But messenger boys will persist in growing up, so in the course of events, Thomas got a promotion and this took him to the office of Mr. Buck, the contract agent, where he served in various capacities as a kind of general utility kid for about two years.

Then we find him in the audit-

Digitized by Google

ing department for a little while, from which he was transferred to the Franklin street shop, under Mr. Danielson. When the Polk street warehouse was opened for business, Mr. Emmett was detailed there with Mr. Kasparek. Following this, he went with Mr. Wibly to Wentworth office as an installation clerk.

When the Chicago Telephone Company moved the maintenance and construction departments over to the Occidental building on Market street, Thomas went with them and was occupied principally as clerk in installation work.

Finally after the completion of the Bell building, Mr. Emmett came back with the rest of them, to the third floor, where he has been for many years connected with the maintenance department.

At present, between the time of taking his picture and writing his telephone history, we learn that he is about to take a short furlough from his work. Good luck, Thomas. We'll be glad to see you back again.



NEW MAILING MACHINE AT THE SPRINGFIELD ACCOUNTING CENTER
From left to right—F. E. Smith, Division Auditor of Receipts; William H. Conkling, Postmaster, Springfield, Illinois; D. A. Hoffman, Supervisor, Subscribers' Accounts Section; G. W. Downey, Head Clerk, Order and Addressograph Section; L. W. Kiely, Addressograph Clerk.

District's Bills Now Mailed from Springfield

CONSTANT endeavor in our company to find better and shorter ways of doing things to effect a saving of time and expense and, at the same time, get the results, is illustrated by a recent change in the Springfield office of the revenue accounting department.

On January 31, the Springfield accounting center mailed subscribers' service bills for the Springfield district direct to the subscribers. This was the initial step in the inauguration of the "Mail Direct Plan" for subscribers' bills for the Illinois division, and each subsequent month a district or several districts are to be added to the "Mail Direct Plan" until the whole division is covered.

The dates and the districts involved are:

February 1—Springfield District, approximately 24,000 bills.

March 1—Springfield District, Alton District, approximately 32,000 bills.

April 1—Springfield District, Alton District, Decatur District, approximately 55,000 bills.

May 1—Springfield District, Alton District, Decatur District, Peoria District, Rockford District, approximately 98,000 bills.

To expedite the issuance of these monthly bills, there has been installed a metered mail machine which economically speeds up mail delivery from one to twenty-four hours, permits of accurate accounting of postage expense, and gives mail matter a distinct individuality. Instead of purchasing 99,999 postage stamps, the equivalent in cash, $1,999.98, is now paid to the U. S. postal people at Springfield, who adjust the cancelling machine so that 99,999 envelopes can roll through this machine at the rate of 250 a minute and be given a cancelled mark which has the same effect as an adhesive postage stamp.

In place of the adhesive postage stamp, the machine prints: "U. S. Postage—Two Cents Paid" in the regulation red, or "One Cent Paid" in the regulation green, as the case may be, and the cancellation showing the place, date and time. Under this plan there is no loss through stamps falling from envelopes with the consequent delays through envelopes being returned for postage, and besides, the stamp account is safeguarded against carelessness. It is said that employees in the Chicago postoffice pick up on the average one bushel basket full of postage stamps each week, which have become detached from the envelopes through insecure fastening.

All that is necessary for the foregoing operation is to hold the envelopes against a rapidly revolving wheel which picks off one enevelope at a time, whirls it through the machine, sealed, stamped, cancelled, and ready to be sorted for distribution.

William H. Conkling, the postmaster at Springfield, officiated for the first run of approximately 24,000 bills, and expressed himself as being highly pleased with the results obtained through the application of "Metered Mail," which relieves the postoffice employees of the cancelling and sorting.

A Sad Case

WITH a party of charitably disposed people a telephone man was making a tour of one of the penitentiaries. The telephone man had on his coat lapel the familiar Bell button. As he passed the door of one of the cells a voice accosted him.

"Wait a minute, kind sir," the prisoner begged, his hand grasping the iron bars, his eyes shifting and furtive.

"I see you're a telephone man," he began. "You can appreciate my tragedy. Can you let me have a couple of dollars?"

"I am a telephone man," the t. m. replied, "and perhaps I can let you have a dime. What brought you to this?"

"Machine switching," the prisoner answered.

"Machine switching! Surely you don't mean that."

"Yes," muttered the prisoner hoarsely, "it was all a mistake. Just three years ago I drove to the theatre in a 'flivver.' After the show I drove home in a Rolls Royce in error."

—Adapted from the *Telephone Review*.

"Prosperity's right hand is industry and her left hand is frugality."

—L.

Digitized by Google

A DISCUSSION

By May T. Dewhurst

"MOTHER," said Mary, "I don't believe you will like my promotion so well when I tell you that I shall be on evenings. That is one reason I didn't tell you at first."

"Not till you had 'tried it on the dog,'" laughed Tom. "I bet John was not very well pleased and that is what you two were arguing about."

"Well, I guess John hasn't any thing to say about my work. If I want to work evenings I can; he isn't my guardian."

"No, Mary," said mother, "and I don't believe he thinks he is, but he isn't used to the thought of a girl working evenings. He didn't know much about the telephone business till he knew us, and I'm sure he was real nice when he learned more about the way you girls handle the calls. But, Mary, do you mean that you can be home during the day? I think it will be just lovely to have a daughter at home by daylight."

"You'll see a lot more of Mary than you do now, for when she works days and goes out with John evenings, you see your sweet child but precious little."

"Keep still, Tom," said Mary. "Any one would think I was out every night."

"I remember," said mother, "when you became an operator, Mary, and went on evenings, I was a little nervous about you and I was so glad to find that it was not bad at all. I guess you got more sleep than you do now for I had you take a little nap right after our early dinner."

"Yes," said Mary, "I remember what a bad habit that was, for, at first, when I went on days I was so sleepy right after lunch. Funny how we form habits!"

"Well, that was a good habit for a person who has time for it. I think it's better to get up and have breakfast together mornings and then have a nice long morning for home work and after our dinner, you can have a little nap. Then you will be bright and fresh for your evening's work."

"I'm going to learn a lot about cooking and sewing too. Did you notice that nice one-piece dress in the BELL TELEPHONE NEWS? I want to make a summer dress like that."

"Why, Mary," said Katie, "you are making me wish I were on evenings, too. We could do a lot of sewing together, every morning."

"Oh, now, you needn't want to change your time," said Tom. "Mother will want somebody home to eat dinner with her at night, especially on the evenings I'm going to be on the job."

"Why, Tommy, are you changed about, too?" asked mother.

"Not exactly," said Tom, "but I'm going to take on a little extra study. If I can't try dressmaking like Mary, I can study up some of the things in this business of ours. You can't stand still very well if you keep up with the telephone business, and I don't want to take a back seat."

"No, Tommy, I don't want you to, even if you work night and day. I noticed in the February BELL TELEPHONE NEWS a piece by a man named Lambert on the 'New Game.' I guess that ought to do you boys good. I guess Mary won't devote all her time to the page on dressmaking either; she says she has lots to learn about this new machine switching."

"Oh, dear," said Katie, "a woman has to know a lot lately. We've got to know all the things that every woman is supposed to know, cooking, sewing, housekeeping and about health and how to look nice, and then we must know all about our work, and besides that we've got to vote and that means we ought to know all about politics and everything."

"My gracious, Katie, you do take it hard," said Mary. "After all, it is fun, isn't it to learn new things. I'd hate just to sit at home and look out the window to see who's going by, like John's mother."

"Why, Mary, John's mother keeps the house and she isn't strong enough to do much else," said mother.

"Oh, I know it, but I don't see any reason why a young, strong girl has to do that."

"Didn't I tell you that John had been arguing with Mary? I bet you that fellow hasn't any tact. He ought not to talk about women's place in the home to a girl like Mary. He ought to tell about the wonderful chance a woman has now to be out in the world. Why, she can be on the jury or even up for mayor and at the same time have leisure to make a happy home for her husband. Why, there's no limit for the wife of the day," said Tom with a laugh.

"There might be a limit to her strength if she tried all that," said mother. "But I agree with Mary that it is nice that we can keep on learning about new things. Mrs. Crane reads a lot and I guess she could tell you a good deal about politics, even if she does stay at home. And I don't blame John for thinking she is about right; I like him better for it."

"Don't you wish you had a good son like that?" said Tom.

"Oh, I've got one that is good most of the time."

"But, mother, I meant to have you encourage Mary a bit to get you another."

"Oh, Tom," said Mary, "you are the limit! Here we try to talk sense and you begin to tease."

As Mary spoke, the bell rang and John came in without waiting to be met at the door. Mary looked flushed and Tom said, "Speaking of angels!"

"Oh, you were talking about me, were you? I hope you were saying you had missed me. I haven't seen any of you for a long time."

"Four days, to be exact," said Tom.

"It seems longer than that," said John.

"I'm glad you came in this evening," said mother, "for Mary will be away evenings after tonight."

"I'll have one evening at home every week," said Mary.

"Don't you think it is ridiculous for a girl to work evenings, Mrs. Miller?" asked John.

"I suppose you'd stop all the telephone service at six o'clock," said Tom, "if you ran the business."

"I think it will be just splendid to work evenings for a while," said mother. "Mary wants to do a lot of things at home days and I'm going to enjoy it so much."

"I supposed you'd feel blue about it. I know Mary hated to tell you."

"I guess I'm too good a telephone woman to complain, anyway. I suppose if I always tried to see the bad things about changes that come I might be fussing all the time. But I don't have to get a Frenchman to come over here to tell me that I must say it is going to be 'better and better' all the time. I've tried that all my life and I think he is right. Folks are better if they have faith in themselves. I think it is just splendid that Mary has been advanced and I'm glad she is changing her time of work."



MISS ANN GAVIN
P.B.X. Operator, Chicago Association of Commerce.

"Well, I suppose I am old fashioned; Mary says I am."

"Oh, we all have to learn about things," said Mary. "I've been with the telephone business long enough to understand how service has to go on all day, all night and Sundays. You know you wouldn't like it a bit to call up evenings or Sundays and not get Central."

Digitized by Google

"Well, Mary, you seem to be sold to your job all right. I wonder why the telephone people are all so loyal."

"I think," said mother, "it is because they see they are doing something human. Of course, any kind of work helps somebody—like selling them food or making things for them to wear—but this telephone seems to get close to *every* need. A voice calls for help—Mary is there to give it at once."

"Lot she could do without some things we boys have been doing," said Tom.

"Of course, Tommy, we know that. But I guess the real reason why the people like their job is because they are treated right. I don't know how any company could be more considerate than they are."

"Oh, well," said John, "if you've got to work, I suppose it's all right. I hate to see girls work any way. They don't have much time to live after the day's work is over."

"Why you foolish thing," said Mary, "I guess I live just as much while I am at the office as I do at home. I have lots of friends there and I just love to work with them. It's more interesting than to stay at home all day and do nothing. Don't you feel that you are living when you go about your business, or do you wait 'till you get through with the day's work?"

"Men are different," said John, "they are supposed to be out in the business world and they get interested in making money."

"I guess a girl gets interested in that, too," said Katie laughing. "I just love pay day."

"That's the trouble," said John. "They like it so well they won't be satisfied to live at home."

"And let their husband kindly hand out a little from his pay envelope, if he feels like it?" said Tom. "Believe me, when I get married we'll go fifty-fifty at least."

"I guess if you get a good wife, Tom, you'll keep your accounts together, and if you get one that has worked for wages, she'll know the value of money. I look at marriage as a real coöperative business. You both put in all you have and then work together to make the business a success."

"Why, Mrs. Miller," said John, "I think a man ought to take care of his wife and I wouldn't want her to worry about money. I'd expect to earn enough to give her what she wanted."

"You are way behind the time, John," said Tom, "'them days is gone forever.' A girl who is a *real* girl doesn't want to be kept like a pet poodle. She's got too much brains. You try your plan and I bet you'll make a mess of it."

"Why, Tom," laughed John, "where did you learn so much? Are you going to let your wife work?"

"Not unless she wants to. But if she wanted to I don't see why she hasn't a right to. She's one of the corporation and she has as a good a right to her opinion as I have."

"I think Tom's idea is all right," said mother, "though I don't think he carries it quite far enough; he sometimes objects to my doing things as if I weren't a part of this corporation. Anyway the theory is all right and when the time comes, if Tom and his wife really love each other, these details will work out all right. You see the plan is not to have any secrets from the girl he marries. You, John, want to take such care of a girl that she won't even know what your income is. She is to have what she wants and you'll work hard to get it."

"Yes," said Mary, "if she wanted a diamond necklace and a sealskin coat, you would go in debt to get it and she wouldn't know any more about the cost than a pet kitten knows about the price of cream."

"It's three against one, I see," said John, "I may as well give in. Just the same I like the sentiment of taking care of a girl. That is a man's job."

"Yes, John," said mother, "that is right and you'll have lots of chances to do that, for a girl puts a great deal into this business of matrimony besides money, but if she is a real girl she goes into it open eyed, and happy to be a partner in the business—ready even to work for wages again if anything happened to make it necessary, but always she must know the truth and look into your eyes and know that she is working *with* you, not being worked *for*. There is nothing better than working together as we used to do when Tom and Mary were little babies. I knew I was doing my share then, though I was not putting money into the firm, and I was happy even if I had to go without diamonds and furs."

"Oh, say, mother," said Tom, "I found a bowl of whipped cream in the ice-box tonight. Does it mean chocolate to drink about this time? What do you say, shall Katie and I make it? Being only one of the firm here I don't dare invest this capital without consulting the other two heads. Stockholders, please vote. Mary, are you for or against?"

"I agree," said Mary, "if mother will help you. I don't dare risk you and Katie with that job alone. We wouldn't declare any dividends if we left important matters to you and Katie."

"All right, mother. Come on. Mary and John always like to talk better than work. You notice how it is, Katie; we are only slaves in this house."

Accounting Girl's Death Follows Influenza

FLORENCE W. VAUGHN, subscribers' accounts clerk, who had been in the employ of the Chicago revenue division, accounting department, for more than two years, died at the West Suburban hospital on February 18. She had been ill with influenza three weeks.



MISS FLORENCE VAUGHN

Miss Vaughn was twenty-two years old at the time of her death. She was a cheerful and courteous girl and her continued good nature made her a favorite in the addressograph section where she was employed. Her charming personality is greatly missed by her many friends with whom she was associated during her employment with the telephone company.

The funeral service, which was held at St. Matthews church on Friday forenoon, February 23, was attended by a number of her coworkers.

Death Calls Thomas J. Clark



THOMAS J. CLARK

THOMAS J. CLARK, a collector in the coin box collection division in Chicago, passed away on March 1. His death was caused by an acute attack of tonsilitis followed by pleurisy contracted last December.

Mr. Clark had been in the employ of the telephone company since June, 1918, and his admirable qualities have made him many friends among his fellow collectors and other employees. He possessed a pleasing and happy disposition which made and retained for him many friends.

He is survived by a widow and one son who have the sympathy of his friends and associates in the company.

Digitized by Google



Digitized by Google

ACCIDENT PREVENTION

"SAFETY FIRST"

The Illinois Bell Telephone Company is a member of the National Safety Council and the Chicago Safety Council

CHANCE TAKERS RUSH IN WHERE ANGELS FEAR TO TREAD

In Memoriam

Written in memory of Thomas S. Glynn, safety inspector, who died in February:

Old Pal

By Marie Carroll.

Life is a queer old story,
A tear, then perhaps a smile,
But somewhere, Old Pal, it was written,
That you would make life worth while.
It was good just to know you and love you,
We called you a prince among men,
And God must have smiled in His heavens,
When He gave you to us as a friend.
You gave to the world and your friends, Old Pal,
The things which no money could buy,
You taught us to smile though the tears be near,
And not be afraid to die.
Often times in the twilight of evening,
I'll whisper a wee little prayer,
And I'll know, dear old friend, that you'll hear me
In the place where you are, called "somewhere."
Looking back down the lane of yesterdays,
The memory of the dear past clings,
As you take up the trail in another land,
Through the gate at the end of things.

Traffic Accidents Light

THE race in the fight against accidents among the out-of-town operators proved as interesting as that of their city sisters during the year 1922. Figures which have been compiled show that the Illinois traffic girls were the most serious offenders having more than twice as many lost-time accidents as the Suburban division, although they had but 236 more employees than the latter.

The long lines department, with nearly 500 employees set the best record for the year with only four lost time accidents.

The following table shows the accidents by month:

	Suburban. 1,411 employees.	Illinois, 1,647 employees.	Long Lines, 494 employees.
January	0	0	0
February	0	1	0
March	0	0	1
April	1	0	0
May	0	1	0
June	0	1	2
July	1	1	0
August	1	2	0
September	1	0	0
October	0	1	0
November	1	1	1
December	1	4	0
Total	6	13	4

"Throws Aerial Over Electric Wires; Killed"

THIS is only one of the hundreds of headings which are appearing in our daily newspapers throughout the United States.

Attention has been called repeatedly to this danger in erecting antennae. We are sure the death toll proves that too much cannot be said on the subject.

Will not each and every one who reads this article carry this message of danger to the children?

In fact, it is not only children that have been killed this way, but men and women. It is evident they did not realize the danger of erecting aerials near or over electric wires.

The aerials should be kept far enough away from other wires so that there is no danger of touching them should they break or become detached.

WE ARE PUNISHED NOT FOR OUR ACCI-. DENTS, BUT BY THEM.

Safety First

He caught his hand, a little thing,
He hardly felt the sting.
He could not stop for iodine, so—
Five weeks in a sling.

He ran a splinter in his knee.
Why, what is that I beg?
He could not stop to fool with that, so—
The Doc cut off his leg.

He got a cinder in his eye;
Removed it with a knife.
He goes around half blind now,
But he's glad they saved his life.

He grabbed a piece of foreign wire
In quite a careless way.
The flowers were most pretty
At his funeral, they say.

He climbed to fix a cable,
On a ladder with a crack.
We're standing six feet over him,
He's flat upon his back.

We're always hoping for the best,
When we should fear the worst.
It's best to tend the little things
With "First Aid" and "Safety First."

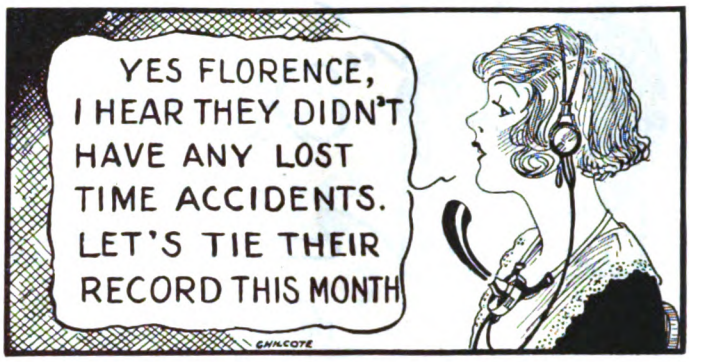
Ain't It Funny?

AIN'T it funny how you can use a little thought when you find part of your shin hiding on the inside of an unsafe box which you should never have been introduced to? Of course, you didn't have time to waste looking for a good ladder, but you could spend a half hour tying up the "old soup bone" and cooking up a "sweet alibi."

One bird was so dumb he tried to order out a pair of "shin guards" as a safety first measure but he held a "school boy's" hand compared to the "gink" who ordered out "danger tags" to place on sharp clothes line hooks on poles, so he would be sure not to get cut the next time he had to climb on the same pole.—By M. A. Herder, publicity committee—accident prevention committee.

Digitized by Google





The Alphabet of Safety

A—Always stop at boulevards.
B—Be careful at all times.
C—Cross crossings cautiously.
D—Do not be a chance-taker.
E—Every driver, a safe driver.
F—Foolishness does not pay.
G—Give way to the reckless speeder.
H—Help to avoid auto accidents.
I—Injuries are painful and costly.
J—Join the safe drivers' club.
K—Keep to the right.
L—Look out for children in the street.
M—Make safety your middle name.
N—Never cut traffic.
O—Obey the traffic laws.
P—Put your soul into your work.
Q—Quit endangering the lives of others.
R—Read all safety notices.
S—Self-control prevents accidents.
T—Think of the other fellow.
U—Use your brakes, but don't save your horn.
V—Viaducts are dangerous, slow down.
W—Watch where you drive.
X—Xtra careful all the time.
Y—You must be careful.
Z—Zig-zagging in traffic is risky.

Selfish Consideration

The boy who rides on roller skates—
We want him to enjoy
A life all free from hurtful fates;
Because we need the boy.

The motorist his brakes must grind
And every means employ
For safety. It's not him we mind,
But oh, we need the boy.

We're due to shield each merry elf
From all that may annoy,
But teach him to protect himself.
The country needs the boy.

—*Washington Evening Star.*

Hooch Mon

The moon shines east
The moon shines west
Let the moonshine alone
If you know what's best.

Mike got full of moonshine
Then he went to bed.
Lit a little cigarette
Sleep—fire—dying—dead.

Inspection vs. Accident

I nspect your tools thoroughly and often.
N ever use a borrowed ladder without first inspecting it.
S pliced ladders should never be used.
P ike poles worn to splinters should be repaired or discarded.
E mployees not familiar with furnaces should read instructions.
C limber straps should be made of the best leather.
T orches are not standard tools. Do not use them.

Y ou should not try to replace defective gaffs of climber.
O nly approved tools should be used.
U se of defective tools is hazardous and may cause serious results.
R eport promptly broken or dangerous looking tools.

T he snaps and buckles in your safety belt should be made of the best metal.
O ld mushroomed head drills and wedges should be junked.
O ne of the most misused and dangerous tools is the screw driver.
L ook for lose handles in hammers and axes.
S aws always should have guards in place when not in use.

The above was formulated by the accident prevention advocates of the Illinois division plant department and has been circularized to all of their men.



THE "OPEN" SEASON IS HERE

Our cartoonist gave us a doubleheader in this picture. It is not only a good time to be rid of accidents, but the best time to swat the fly.

Digitized by Google



No Service—From Harold

She was in a telephone booth and had just put in a toll call. She wept bitterly as she pulled down on the hook to attract central's attention.

"Hello?" came central's clear voice.

"H—hello," she sobbed. "I w-want my money back. Harold w-wouldn't speak to me."—*New York Sun.*

—

When the Lightning Flashed

"Ever get shocked talking over the telephone wire during a storm?"

"Yes, once. I called up my wife while she was housecleaning to say that I'd bring a friend home to dinner."—*Boston Transcript.*

—

Not in Stock

Fort Dodge called Des Moines Information for a taxidermist. When told there was no telephone listed for a taxidermist, the query came back, "Can you tell me the number of a taxi company that would have one?"—*The Northwestern Bell.*

—

New on the Wire

He was newly arrived in this country and was none too familiar with the use of the telephone. So he took the receiver and demanded:

"Aye vant to talk to my wife."

Central's voice came back sweetly: "Number, please?"

"Oh," he replied, perfectly willing to help out, "she bane my second vun."

—

Tom: "Harry ate something that poisoned him."

Dick: "Croquette?"

Tom: "Not yet, but he's very ill."

—

Awful Error

Attention—At the dinner at Gordon's restaurant last Tuesday evening some one took the wrong goulash and I now have two lefts. This mistake can be corrected by calling Bell 'phone 373J. 20-3t.—*Hazelton (Pa.) Standard Sentinel.*

—

Tie-Up Time

Japers: "Which of the four seasons is best for engagements and weddings?"

Bubbs: "Spring—because it has a ring in it."—*"Topics of the Day" Films.*

—

Only One Thing at a Time

"Jimmy, I wish you wouldn't whistle at your work."

Jimmy (the office boy): "I wasn't working, sir, only whistling."

—

Servant Problem

Teacher: "Now, boys, can any of you tell me something about Good Friday?"

Tommy: "Yes, ma'am. He was the feller that done the housework for Robinson Crusoe."—*Proofs.*

Some Mistake

The telephone in a well-known surgeon's office rang and the doctor answered it. A voice inquired, "Who is this?"

The doctor readily recognized the voice of his seven-year-old son. Although an exceedingly busy man, he was always ready for a bit of fun, so he replied:

"The smartest man in the world."

"I beg your pardon," said the boy, "I have the wrong number."—*The Austin (Tex.) Cumberland.*

—

Young man on telephone: "Hello, is this the weather bureau? How about that shower tonight?"

Weather Bureau: "Don't ask us. If you need one, take it."

—

A "Chestnut"

What asks no questions and yet requires many answers? The telephone bell.

—

An Exchange of Courtesies

One of the young bloods of the town recently invited a beautiful young siren of the merry-merry to dinner. She belonged to that section of Broadway sisterhood classed as "beautiful, but dumb."

When the young man met her he became gurglingly enthusiastic.

"My gracious," he said, "you look like a bit of rare old tapestry."

"You're not so snappy-looking yourself," she retorted.—*O. O. McIntyre, in St. Louis Globe-Democrat.*

—

"One-horse" towns well provided with motor cars are getting proud of the title.—*Wall Street Journal.*

—

The Difference

A teacher was conducting a lesson in history.

"Tommy Jones," she said, "what was there about George Washington which distinguished him from all other famous Americans?"

"He didn't lie," was the prompt answer.—*Ligourian.*

—

As Elucidating

Efficiency Expert Barr: "That's funny. I've been studying this business chart for an hour, but I'm unable to discover what it means."

Mrs. Barr: "No wonder. The baby scribbled that."—*American Legion Weekly.*

—

Really Knew a Lot

A jitney car operated between New Orleans and Little Woods by a woman broke down recently. The woman halted a passing roadster and inquired:

"Do you know anything about this car?"

"Only a lot of bum jokes," he replied, and drove on.

Digitized by Google

When and Where Do You Move?

AS soon as you decide when and where you are going to move, notify us, as this will aid us in arranging for your telephone service at your new location. The large number of move orders received at this time of year makes this notice imperative.

On written orders for moving telephones, the telephone number at the old address, and the apartment, floor, or room number at the new address are necessary. This information will also aid us in listing telephones correctly in the new directories.

An advertisement dealing with the desirability of advance notice to the company when telephones are to be moved. Telephone employees can help in this important matter by explaining to their friends and acquaintances the reasons why such moves cannot be completed in a day, especially in the busy moving seasons.

Digitized by Google



Why they stick

On the ground floor of the telephone building a man worked at the test board. It was night; flood had come upon the city; death and disaster threatened the inhabitants. Outside the telephone building people had long since sought refuge; the water mounted higher and higher; fire broke out in nearby buildings. But still the man at the test board stuck to his post; keeping up the lines of communication; forgetful of self; thinking only of the needs of the emergency.

On a higher floor of the same building a corps of telephone operators worked all through the night, knowing that buildings around them were being washed from their foundations, that fire drew near, that there might be no escape.

It was the spirit of service that kept them at their work—a spirit beyond thought of advancement or reward—the spirit that animates men and women everywhere who know that others depend upon them. By the nature of telephone service this is the every-day spirit of the Bell System.

The world hears of it only in times of emergency and disaster, but it is present all the time behind the scenes. It has its most picturesque expression in those who serve at the switchboard, but it animates every man and woman in the service.

Some work in quiet laboratories or at desks; others out on the "highways of speech." Some grapple with problems of management or science; some with maintenance of lines and equipment; others with office details. But all know, better than any one else, how the safe and orderly life of the people depends on the System—and all know that the System depends on them.

"BELL SYSTEM"

AMERICAN TELEPHONE AND TELEGRAPH COMPANY

AND ASSOCIATED COMPANIES

One Policy, One System, Universal Service, and all directed toward Better Service

Digitized by Google

537.05
BE

BELL TELEPHONE NEWS

MAY 1923



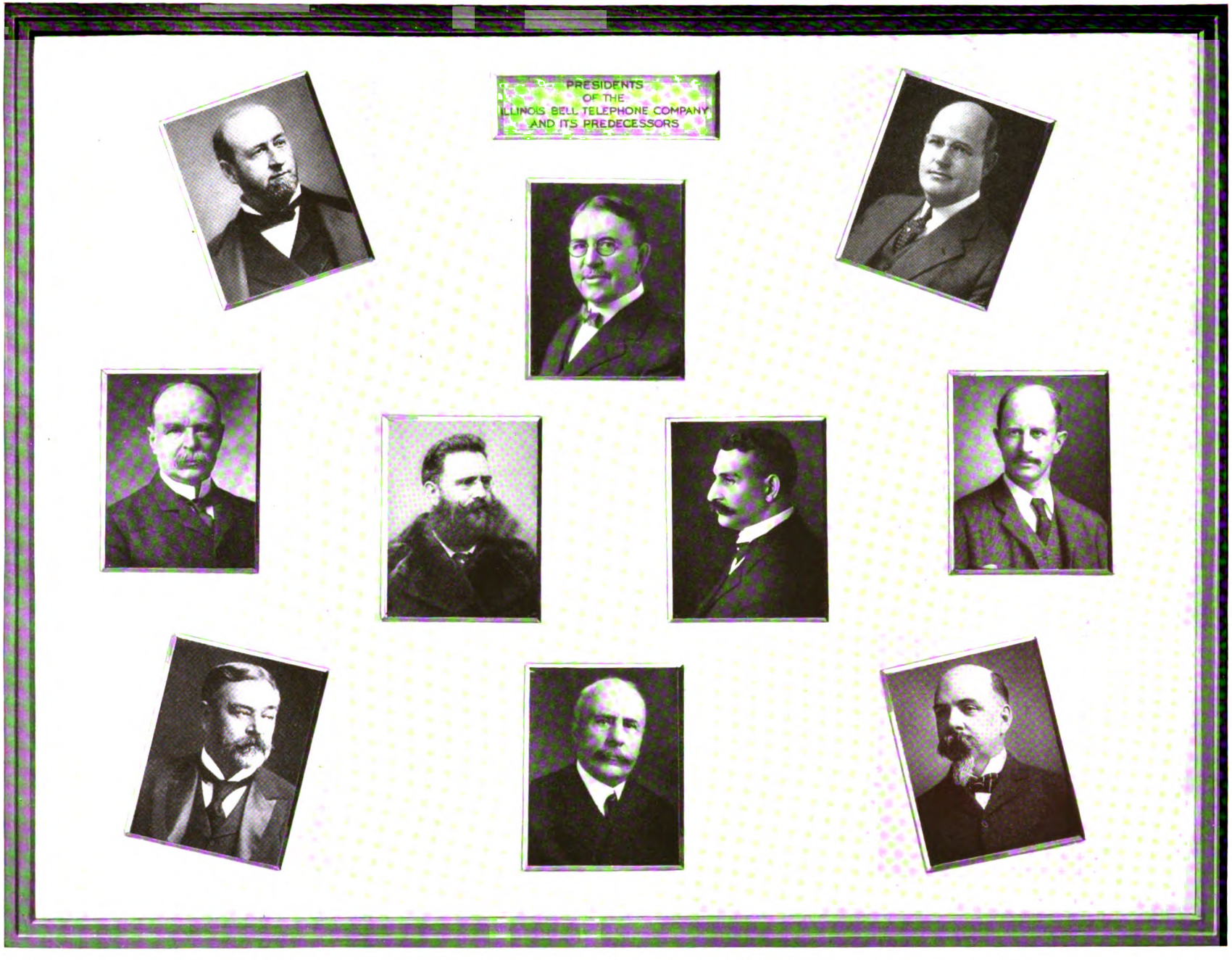
Digitized by Google

OUR FRONT COVER

THERE, with his ammeter and voltmeter, sits the Testman. He is in contact with outside repairmen, installers, switchboard repairmen—and subscribers.

Mr. Testman's relations with subscribers are always under the same conditions—that is, when there has been trouble reported. And then he meets subscribers only by telephone. Did you think his was a job requiring only technical knowledge? Consider his opportunities for maintaining good public relations.

Digitized by Google



OUR CHIEF EXECUTIVES

Top row, left to right—Anson Stager, 1881-1885; B. E. Sunny, 1908-1922; W. R. Abbott, 1922. *Middle row, left to right*—Norman Williams, 1886-1887; George L. Phillips, 1887-1889; Arthur D. Wheeler; 1889-1890, 1903-1908; Henry B. Stone, 1890-1897. *Bottom row, left to right*—Robert T. Lincoln, 1897; John M. Clark, 1897-1901; John I. Sabin, 1901-1903

Digitized by Google

Digitized by Google

BELL·TELEPHONE·NEWS

Volume 12 CHICAGO, ILLINOIS, MAY, 1923 Number 10

TWENTY EMPLOYEES TO RECEIVE VAIL MEDALS

Committee of Award Considers Thirty-Six Cases, All of Great Merit

TWENTY of our fellow employees of the Illinois Bell Telephone Company will receive Theodore N. Vail Medals for noteworthy public service as a result of the award for the year 1922 from a total of thirty-six cases submitted for consideration.

Many of the cases which were not approved for medal awards were, nevertheless, very worthy of consideration, but in the opinion of the committee did not fall strictly within the scope intended.

The selection of outstanding cases worthy of award is no inconsiderable task for the reason that the routine duties of a telephone employee involve so many services of an unusual nature.

The committee of award was composed of the following members appointed by President W. R. Abbott: F. O. Hale, vice-president and general manager, chairman; S. J. Larned, general traffic superintendent; R. N. Patchen, traffic employees' federation; Frank Redmund, general plant superintendent; H. W. Beebe, president, plant employees' association; A. R. Bone, general commercial superintendent; W. J. Oetjen, president, commercial employees' association; U. F. Cleveland, general auditor, and E. C. Beardslee, general office employees' association.

Stories of the deeds for which the medals are awarded are found in the citations which accompany the awards. The citations follow in full:

Robert Eugene Altman, Transmission Tester, Illinois Bell Telephone Company, Chicago.

For prompt action and unselfish courage in rescuing a young woman from drowning.

On Sunday, June 25, 1922, while rowing on McCullom's Lake, near McHenry, Ill., he saw one of two women who had been standing in the water about neck high, disappear below the surface. As the woman returned to the surface, she called for help, and the other woman, who was a good swimmer, went to assist her. In her struggle the young woman in distresss dragged her companion down. Realizing the situation, the man rowed rapidly to their assistance and, without removing any clothing, jumped in and swam to shallow water with the woman first distressed. He then returned to the assistance of her companion who was keeping above water by holding on to his boat.

His conduct is an excellent example of prompt action and courage in an emergency.

Albert George Boyce, Line Installer, Illinois Bell Telephone Company, Chicago.

For prompt appreciation of danger and quick action which resulted in preventing injury and possible death to twenty workmen.

On May 4, 1920, he was working with a fellow employee in the vicinity of 1836-38 West Van Buren street, Chicago, where a three story building was being wrecked. The walls and roof started to collapse trapping twenty workmen on the second floor. He and his companion saw the dangerous situation of the workmen and rushed with ladders to the rear of the building. The ladders were quickly raised, permitting the workmen to reach the ground safely. Immediately afterward the roof collapsed.

His initiative, courage and prompt action in an emergency prevented injury and possible death to twenty men.

VAIL MEDAL AWARDS FOR 1922 ILLINOIS BELL TELEPHONE COMPANY

Frank William Larson, Garage Foreman, Chicago.
Ashley Frank Collin, Auto Mechanic, Chicago.
Selby Howard Hirsch, Auto Mechanic, Chicago.
Byron William Kalastoboken, Garageman, Chicago.
Alexander Karpick, Garageman, Chicago.
John Henry Madigan, Garageman, Chicago.
Frank Edmund Ouradnik, Auto Mechanic, Chicago.
Joseph Skudrna, Garageman, Chicago.

—

Albert George Boyce, Line Installer, Chicago.
Lawrence Aloysius Gardner, Line Installer, Chicago.

—

William Henry Cunningham, Line Installer, Chicago.
Paul Erdmund Luebcke, Line Installer, Chicago.

—

Robert Eugene Altman, Transmission Tester, Chicago.
Stephen Richard Hannigan, Installer, Chicago.
Maud Henke, Night Chief Operator, Quincy.
Frank Heichel, Repairman, Hammond, Indiana.
Elva Marguarite Helbig, Clerk, Chicago.
Francis Marrion James, Exchange Repairman, Chicago.
Frederick Paxton, Lineman, Chicago.
Cora May Wiehle, Chief Operator, Chicago.

Ashley Frank Collin, Auto Mechanic, Illinois Bell Telephone Company, Chicago.

For prompt action, devotion to duty and courage in protecting valuable company property.

During the evening of April 21, 1922, while he was performing his usual duties at Central Division Garage, Chicago, a Ford car, which was being filled with gasoline from a fifty-gallon portable tank, caught fire. The fire was immediately communicated to the portable tank. The burning car and tank were only a few feet away from the gasoline and oil supply. Regardless of personal danger, he rushed to the assistance of his fellow employees and with the aid of fire fighting apparatus, helped to extinguish the flames.

His spirit of service first, devotion to duty and courage prevented the destruction of 125 cars and possibly the garage.

William Henry Cunningham, Line Installer, Illinois Bell Telephone Company, Chicago.

For prompt, unselfish and intelligent assistance to an injured man.

On October 23, 1922, accompanied by a fellow employee, he found a man standing beside his truck at Racine avenue and School street, Chicago, in a dazed condition and bleeding freely from a severe cut over his left eye. The man had been struck by a piece of glass from the wind shield, which had been broken when the truck hit a rough crossing. With the assistance of his companion, he rendered first aid and then took the man to a doctor for treatment. He afterward accompanied him home and drove his truck to the garage where it belonged.

On March 5, 1922, he also, through his knowledge of first aid, resuscitated a man found unconscious on the sidewalk at Belmont avenue near Francisco avenue, Chicago.

Digitized by Google

His thoughtful assistance to fellow beings in distress furnishes an example of the highest ideals of service.

Lawrence Aloysius Gardner, Line Installer, Illinois Bell Telephone Company, Chicago.

For prompt appreciation of danger and quick action which resulted in preventing injury and possible death to twenty workmen.

On May 4, 1920 he was working with a fellow employee in the vicinity of 1836-38 West Van Buren street, Chicago, where a three story building was being wrecked. The walls and roof started to collapse trapping twenty workmen on the second floor. He and his companion saw the dangerous situation of the workmen and rushed with ladders to the rear of the building. The ladders were quickly raised, permitting the workmen to reach the ground safely. Immediately afterward the roof collapsed.

His initiative, courage and prompt action in an emergency prevented injury and possible death to twenty men.

Stephen Richard Hannigan, Installer, Illinois Bell Telephone Company, Chicago.

For prompt action and initiative in gaining entrance to a house, extinguishing a fire and saving two children from possible death.

On August 9, 1922, while passing a cottage at 7955 Woodlawn avenue, Chicago, his attention was attracted by the glare of flames showing through the front window from the rear of the house. He dropped his tools, ran to the rear of the house and found the door locked. Not getting any response, he forced the door open. The fire was consuming the window frame and curtain and already had spread to a basket of clothes. He found two children, one and a half and three years old, respectively, whose mother had gone to a store leaving them alone. He extinguished the flames and saved the two children from possible death.

His conduct in this emergency is a conspicuous example of service to fellow beings in distress.

Frank Heichel, Repairman, Illinois Bell Telephone Company, Hammond, Ind.

For prompt assistance and skillful application of first aid methods to relieve suffering and possibly saving a human life.

While on Sunday trouble duty at Hammond, Ind., about 4:30 p. m. June 5, 1922, he heard a collision of automobiles at Fayette street and Calumet avenue. He hurried to the scene of the accident and found two automobiles seriously wrecked, and the injured persons being taken from beneath the cars. He heard a woman cry, "Get a doctor," and, going to her assistance, found a boy of about eight years whose arm was badly torn and bleeding profusely. He immediately applied a tourniquet with his handkerchief and stopped the flow of blood. He then assisted the injured into automobiles.

His prompt action and knowledge of first aid properly applied, no doubt resulted in saving a human life.

Elva Marguarite Helbig, Clerk, Illinois Bell Telephone Company, Chicago.

For initiative and proficient application of first aid methods in resuscitating a victim of drowning.

On August 15, 1922, while swimming in Lake Michigan at Evanston, her attention was called to a young girl being carried from the water by two men. The girl was unconscious from drowning and her limbs were badly cramped. Apparently no one in the crowd present knew what to do and, realizing prompt action was necessary, she ordered the men to lay the girl on the sand and unassisted began artificial respiration, which she continued for thirty or forty minutes before the girl regained consciousness.

Her initiative, prompt action and knowledge of first aid methods were responsible for saving a human life.

PHOTOGRAPHS OF THE VAIL MEDAL WINNERS APPEAR ON PAGES 24 AND 25

Selby Howard Hirsch, Auto Mechanic, Illinois Bell Telephone Company, Chicago.

For prompt action, devotion to duty and courage, in protecting valuable company property.

During the evening of April 21, 1922, while he was performing his usual duties at Central Division garage, Chicago, a Ford car, which was being filled with gasoline from a fifty-gallon portable tank, caught fire. The fire was immediately communicated to the portable tank. The burning car and the tank were only a few feet away from the gasoline and oil supply. Regardless of personal danger, he rushed to the assistance of his fellow employees and, with the aid of fire fighting apparatus, helped extinguish the flames.

His spirit of service first, devotion to duty and courage prevented the destruction of 125 cars and possibly the garage.

Francis Marrion James, Exchange Repairman, Illinois Bell Telephone Company, Chicago.

For initiative and prompt action in entering a burning house and assisting several people and two children to safety.

On March 6, 1922, while in the vicinity of Forty-seventh street and South Western avenue, he heard the driver of a passing wagon shouting that there was a fire at 4744 South Rockwell street, a frame cottage with a basement flat. The smoke was very thick and being unable to get any response, he broke the window in the front room of the first floor and entered the house. Reaching the kitchen he found two women in a very excited condition trying to locate the source of the fire. One of the women had already called the fire department by telephone. He succeeded in getting the two women out through the rear door after promising to return for the two children, aged six and eight years, which he did, finding them asleep in one of the bedrooms. Fire was later found in the basement, and extinguished by the fire department.

His conduct in this emergency is a conspicuous example of service to fellow beings in distress.

Byron William Kalastoboken, Garageman, Illinois Bell Telephone Company, Chicago.

For prompt action, devotion to duty and courage in protecting valuable company property.

During the evening of April 21, 1922, with the assistance of one of his fellow employees at the Central Division Garage, Chicago, he was filling the gasoline tank of a Ford runabout from a fifty-gallon portable supply tank. The car caught fire and the flames were immediately communicated to the supply tank. The burning car and tank were only a few feet away from the gasoline and oil supply. Regardless of any personal danger, he obtained fire fighting apparatus and put out the fire with the assistance of his fellow employees.

His spirit of service first, devotion to duty and courage prevented the destruction of 125 cars and possibly the garage.

Alexander Karpick, Garageman, Illinois Bell Telephone Company, Chicago.

For prompt action, devotion to duty and courage in protecting valuable company property.

During the evening of April 21, 1922, while he was performing his usual duties at Central Division Garage, Chicago, a Ford car, which was being filled with gasoline from a fifty-gallon portable tank, caught fire. The fire was immediately communicated to the portable tank. The burning car and tank were only a few feet away from the gasoline and oil supply. Regardless of personal danger, he rushed to the assistance of his

Digitized by Google

fellow employees and, with the aid of fire fighting apparatus, helped to extinguish the flames.

His spirit of service first, devotion to duty and courage prevented the destruction of 125 cars and possibly the garage.

Frank William Larson, Garage Foreman, Illinois Bell Telephone Company, Chicago.

For prompt action, devotion to duty and courage in protecting valuable company property.

During the evening of April 21, 1922, while he was performing his usual duties at Central Division Garage, Chicago, a Ford car, which was being filled with gasoline from a fifty-gallon portable tank, caught fire. The fire was immediately communicated to the portable tank. The burning car and tank were only a few feet away from the gasoline and oil supply. Regardless of personal danger, he rushed to the assistance of his fellow employees and, with the aid of fire fighting apparatus, helped to extinguish the flames.

His spirit of service first, devotion to duty and courage prevented the destruction of 125 cars and possibly the garage.

Paul Erdmund Luebcke, Line Installer, Illinois Bell Telephone Company, Chicago.

For prompt, unselfish and intelligent assistance to an injured man.

On October 23, 1922 ,accompanied by a fellow employee, he found a man standing beside his truck at Racine avenue and School street, Chicago, in a dazed condition and bleeding freely from a severe cut over his left eye. The man had been struck by a piece of glass from the wind shield, which had been broken when the truck hit a rough crossing. With the assistance of his companion, he rendered first aid and then took the man to a doctor for treatment. He afterward accompanied him home and drove his truck to the garage where it belonged.

His thoughtful assistance to a fellow being in distress is an example of the highest ideal of service.

John Henry Madigan, Garageman, Illinois Bell Telephone Company, Chicago.

For prompt action, devotion to duty and courage in protecting valuable company property.

During the evening of April 21, 1922, with the assistance of one of his fellow employees at the Central Division Garage, Chicago, he was filling the gasoline tank of a Ford runabout from a fifty-gallon portable supply tank. The car caught fire and the flames were immediately communicated to the supply tank. The burning car and tank were only a few feet away from the gasoline and oil supply. Regardless of any personal danger, he obtained fire fighting apparatus and put out the fire with the assistance of his fellow employees.

His spirit of service first, devotion to duty and courage prevented the destruction of 125 cars and possibly the garage.

Frank Edmund Ouradnik, Auto Mechanic, Illinois Bell Telephone Company, Chicago.

For prompt action and devotion to duty in protecting valuable company property.

During the evening of April 21, 1922, while he was performing his usual duties at Central Division Garage, Chicago, a Ford car which was being filled with gasoline from a fifty-gallon portable tank caught fire. The flames were immediately communicated to the portable tank. The burning car and tank were only a few feet away from the gasoline and oil supply. Regardless of personal danger, while his companions were extinguishing the fire, he started the engines in the other cars so that they could be removed if the fire should spread.

His spirit of service, courage and devotion to duty in this emergency exemplify the best traditions of the Bell System.

Frederick Paxton, Lineman, Illinois Bell Telephone Company, Chicago.

For prompt action, perseverance and proficient application of first aid methods which resulted in saving a human life.

On May 25, 1922, he was working with a crew of telephone men in the alley in the vicinity of Fiftieth avenue and Thirty-second street, when some boys ran by, shouting that their father had been overcome by gas. The entire crew hurried to the house and found the man on the porch unconscious and apparently not breathing. He immediately took the initiative and began artificial respiration, resuscitating the man after about fifteen minutes of work.

His prompt response to a call for assistance and knowledge of first aid methods properly applied, resulted in saving a human life.

Joseph Skudrna, Garageman, Illinois Bell Telephone Company Chicago.

For prompt action, devotion to duty and courage in protecting valuable company property.

During the evening of April 21, 1922, while he was performing his usual duties at Central Division Garage, Chicago, a Ford car, which was being filled with gasoline from a fifty-gallon portable tank, caught fire. The fire was immediately communicated to the portable tank. The burning car and tank were only a few feet away from the gasoline and oil supply. Regardless of personal danger, he rushed to the assistance of his fellow employees and, with the aid of fire fighting apparatus, helped to extinguish the flames.

His spirit, devotion to duty and courage prevented the destruction of 125 cars and possibly the garage.

Cora May Wiehle, Chief Operator, Illinois Bell Telephone Company, Chicago.

For intelligent service, initiative and promptness in securing assistance for a woman overcome by gas.

On January 9, 1922, upon returning to the office from lunch at about 12:45 p. m., she was told that one of her employees had been called home hurriedly on account of the illness of her mother and the calling party had excitedly mentioned escaping gas. She immediately called the girl's home and a neighbor who answered stated that the girl's mother had been overcome by gas, was still unconscious, and the doctor had not yet arrived. She promptly called the police station and urged them to send the lung motor at once, which arrived at the home at 1:05 p. m. The woman was revived through its use some time before the doctor appeared.

Her intelligent service and prompt action undoubtedly resulted in saving a human life.

Maude Henke, Night Chief Operator, Illinois Bell Telephone Company, Quincy, Illinois.

For initiative and good judgment in rendering a public service.

On November 10, 1922, between 11 and 12 p. m., while she was on duty as night chief operator, an operator called her attention to a number of permanent signals on the switchboard. Referring to the card record she found that the lines affected all terminated in the Mercantile Bank building. She immediately called police headquarters, notifying them that she believed something was wrong at the bank and suggesting that somebody be sent to investigate. At the same time she notified the wire chief. The police sent a motorcycle officer to investigate who, seeing smoke emerging from the windows of the building, called the fire department. The fire department responded to the call immediately and discovered a fire which had gained considerable headway and had completely destroyed the building cable terminal.

Her prompt action and exceptional judgment were responsible for preventing a serious fire.

(A picture of Miss Henke will be published in the June number of the BELL TELEPHONE NEWS.)

Digitized by Google

EFFECTS OF RATE REGULATION

Employees' Interests Are The Same As The Company's

By George Welsh Weber

George W. Weber is one of the best known editorial writers in Chicago. For many years he was employed by the Chicago Record. He is one of the best informed men in the state on the subjects of politics and economics. EDITOR.



GEORGE WELSH WEBER

THE man who works for a public service corporation, aspiring to advancement in position and salary, must take into consideration the financial condition of the company that employs him. Such a worker should investigate and particularly take into account two principal factors which must bear directly upon his own personal welfare as an employee of the company.

1. The public service concern must be in a self-supporting condition. Especially, it must not be regulated as to price and character of service by public authorities in such a manner as to make it unable to deal fairly with its deserving employees.

2. The worker in a prosperous public service concern should establish his right to promotion and increased salary by demonstrating his worth and usefulness.

Other conditions permitting, the right sort of worker will climb upward more rapidly than he who is indolent and unreliable. The work of the corporation has got to be done, and well done or the public will complain—and will have a right to do so. The public service corporation is the servant, not the master, of the people, and the worker in it must accept that he who serves the public most satisfactorily serves his company best. To take care of himself the man at the top must take care of the service, and the men under him have got to do the same. Wise general management sees to it that the fit and unfit workers are dealt with according to their merits. Another fact which the employee should take into account is that even the deserving worker cannot hope to find his proper place in the twinkling of an eye. He may have to be content to be a straphanger on the road to promotion longer than he likes; but, at length he will find a seat. The road to the top is always crowded. The ambitious employee should not lose sight of the fact that in a large organization the process of screening the fit from the less worthy is necessarily tedious and requires time. Men must be time-tested as well as stunt-tested. Good men ahead of the ambitious and deserving cannot rightly be discharged just to make room for good men who may be in the ranks below. If the employee will look about him he will see that, in the long run, the capable and ambitious employee is well taken care of and that the high executive positions in the company as a rule are filled by that kind of men who have grown up with the company.

The first of the foregoing propositions is really the most important for the worker to consider. This is particularly true at this time when the effort of unthinking people is so drastically to regulate public service rates as to bring positive injury to the corporations performing the service. This tendency is promoted by two principal classes of agitators; first, there is the group who would change our system of government and economics to the Russian sort—wherein all property is owned by the government and the worker is detailed to do duty the same as the conscripted soldier. The second group is made up of agitators who seek to endear themselves to the thoughtless of the voting population by appearing to be deeply concerned about the prices and service of public service corporations. Some of this latter group manage to obtain enormous payments from taxpayers' money to carry on impossible fights against different kinds of public service corporations—as lawyers—as experts. It is well understood that, as a rule, such persons divide what they get with those who appropriate the money to pay them. Most of the agitators are persons seeking to obtain election to public office. Often noisy candidates run on a reduce-the-price-of-gas, or on a-seat-for-everybody platform for offices in which, if elected, they would be without power to do anything as to such service regulation. Aldermanic candidates in middle-west cities are particularly in mind.

The fact that the worker in a public service concern must depend upon the prosperity of the company which employs him for promotion and better pay—and, perhaps even for continued employment—makes his own interest to be the same as that of the company. If the company be on the down-grade it cannot put him on the up-grade. The worker and his employer are partners in this, as well as in other particulars. That much needs no further explanation.

What's the answer to it all?

First, last, and all the time, that the direct personal interest of every public service employee is exactly the same as the corporation which employs him. And, that is to say that his own interests compel him to regard as a personal enemy those who seek to make the source of his living a football of politics to advance either communistic propaganda, to elect hungry office-seekers to office. To aid and abet, or not to oppose, the company enemies is treason to the employee's own living resource. To be a bystander when his own home is being destroyed, amounts to helping the destroyer. The public service employee is not so blind that he will not see, nor so unwise that he will not take care of himself and his own. And, this does not mean that the defender of the company should merely refrain from uniting with the company's enemies in their fight on its prosperity. It means that he should take up arms against those who to help themselves disregard the welfare of others. Effectively to take care of himself and the sources from whence he draws his living, he should educate himself in relation to the affairs of his company and the things which dangerous regulation may attempt to do to it. He should stand ready to come back at those who would rob his purse before his rightful pay finds its way into it.

That's the answer.

Geo. W. Weber

$15,000,000,000 in Utilities

THE electric, gas, street railway and telephone utilities are running a close second to the railroads in total investment in the United States. There is now about fifteen billions in these industries as compared with about twenty billions in the rail transportation systems of the nation. Gross utility revenue now runs about three billions annually, which is spent for wages to nearly 1,000,000 employees, taxes, materials, fuel, interest on invested funds and maintenance.

Digitized by Google

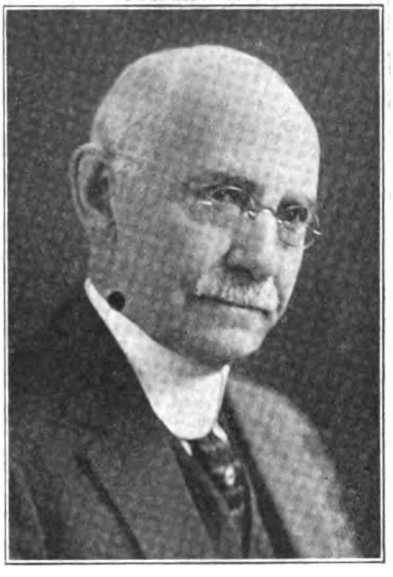
IMPORTANT CHANGES IN COMMERCIAL DEPARTMENT

E. R. Cogswell Becomes Division Commercial Superintendent for Suburban Division—O. J. Holbrook Transferred to Staff of Vice-President and General Manager—F. W. Kelly Goes to Springfield.

CHANGES of unusual importance and interest involving the Chicago Suburban division and the Springfield and Decatur districts of the Illinois division were announced last month and became effective April 16.

E. R. Cogswell has been appointed division commercial superintendent for the Suburban division, succeeding O. J. Holbrook.

O. J. Holbrook has been appointed to the staff of the vice president and general manager in Chicago and will take up his new duties upon his return from California, where he has been spending a vacation.



O. J. HOLBROOK

Fred W. Kelly, district commercial manager at Decatur, has been appointed district commercial manager at Springfield, succeeding Mr. Cogswell.

E. R. Cogswell entered the Bell service in 1905 as "trouble man," and as the *Illinois State Journal* remarks, "he has proved a good person to take troubles to, as he has shouldered more responsibility than any other one man, perhaps, in the city." He became manager of the Springfield exchange in 1911, succeeding Verne Ray when the latter was transferred to Chicago as maintenance superintendent. He has been very active in all civic affairs of Springfield. As a member of the board of directors of the Chamber of Commerce for the past two years he had a deciding voice in every question of importance and was chairman of a number of important committees. He was chairman of the Lincoln Day celebration in Springfield; chairman of the Chamber of Commerce Community Conference, and general chairman of the Boy Scout's week movement in Springfield last summer. He served on the United States Food administration for Sangamon county during the war, working untiringly on this committee as well as on many other war committees. He started the work of the Good Fellows' Club in Springfield, beginning among the telephone employees, whence the work extended to the entire city.

Mrs. Cogswell has also been active in civic affairs. She is at present a member of the Springfield City Zoning and Planning commission. She will remain in Springfield until the close of the present school term.

The *Illinois State Journal* in an editorial in its issue of April 17 said:

"The Bell telephone company has taken E. R. Cogswell from Springfield and placed him in a bigger and more responsible field. It has been apparent for some time that this great corporation would not long let him remain here; ability and talent which he has displayed since he entered the telephone company's service and the fine record he has made in the management of the Springfield plant would not long be unrewarded.

"The promotion is worthily bestowed; Springfield can ill afford to lose such citizens as Mr. and Mrs. Cogswell but the business of the telephone must be served.



E. R. COGSWELL

"Mr. Cogswell has been a public spirited citizen, accepting every duty that has been assigned to him and executing it with the rare skill and capacity that have won for him this recognition from the Bell company. Very largely by his personal touch and influence, he has popularized the telephone and the company. They have had a remarkable growth in this community.

"The *State Journal* joins with innumerable friends and with the city itself in wishing Mr. and Mrs. Cogswell success and happiness in their new home and the same degree of confidence and friendship there that they have enjoyed in Springfield."

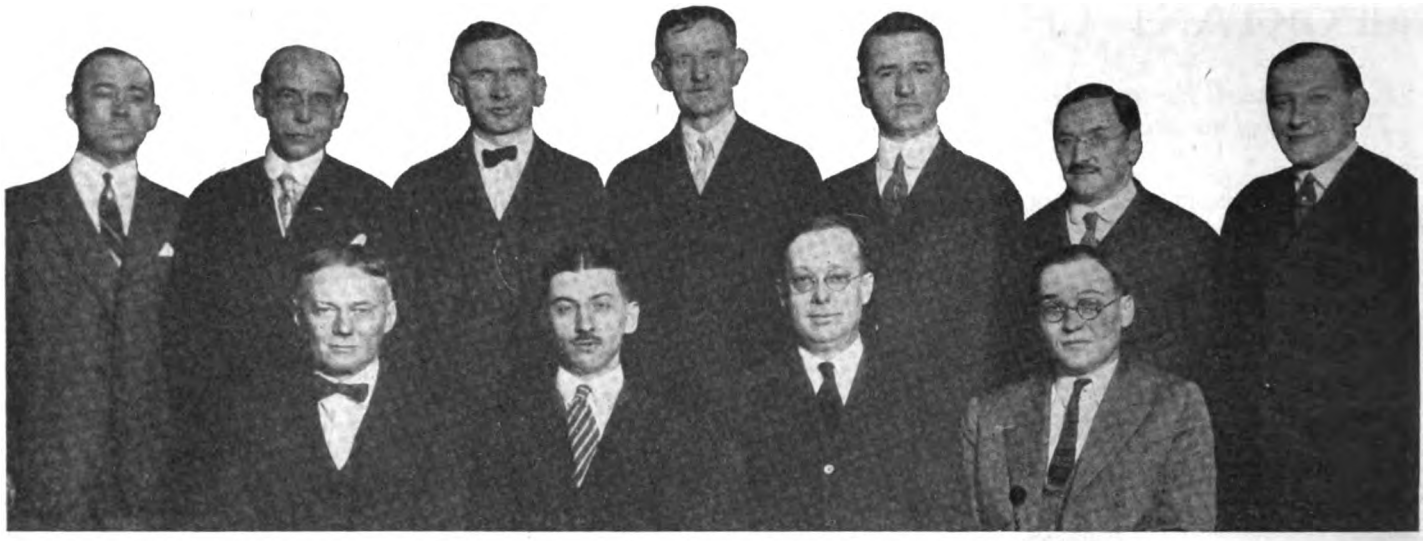
O. J. Holbrook started his telephone career in 1887 in the village of Elk Rapids, Mich. As postmaster of that village he decided that communication was too slow and ordered two Blake telephones, which he installed himself. This little system thus started was finally absorbed by the Michigan State Telephone Company and Mr. Holbrook moved to LaGrange, Ill. He found that this village had no telephone service and proceeded to open negotiations with the Chicago Telephone Company with the result that not only was service installed in LaGrange, but Mr. Holbrook became an employee of the telephone company. This was in 1894 and his service with the company from that time has been continuous.



F. W. KELLY

Mr. Holbrook was first engaged in right-of-way work and later was in charge of developing and establishing exchanges in various cities and villages. How successful he has been is indicated by contrasting the number of stations in the suburban territory at that time, which was less than 2,000, and at the present time, which is nearly 150,000. Mr. Holbrook is one of the best known officials in the entire company, numbering his friends and acquaintances by the thousands throughout the suburban division and the city as well.

Digitized by Google



ILLINOIS AND WISCONSIN ACCOUNTING DEPARTMENT OFFICIALS WHO CONTENDED IN A BITTERLY FOUGHT BOWLING MATCH IN CHICAGO, APRIL 7

Upper row, left to right—P. A. Wick, Division Auditor of Receipts, Suburban Division, Illinois; W. R. Hearne, Auditor of Disbursements, Illinois; Herman Kroening, Auditor of Disbursements, Wisconsin; O. B. Koepke, Auditor of Receipts, Wisconsin; A. Perrow, Chief Accountant, Illinois; U. F. Cleveland, General Auditor, Illinois; A. D. Grote, Division Auditor of Receipts, Chicago City Division, Illinois.
Lower row, left to right—J. J. Kelley, Auditor of Receipts, Illinois; C. G. Chester, Chief Accountant, Wisconsin; E. D. Blume, General Auditor, Wisconsin; P. W. Nelson, Revenue Supervisor, Wisconsin.

Illinois and Wisconsin Accountants In Bowling Match

LIVING in the city where the A.B.C. tournaments are held seems to improve a bowler's ability to gather wood. At least that is the reason given for the victory of the accounting officials of the Wisconsin Telephone Company over the Illinois Bell's accounting officials in Chicago April 7. Ed Blume's team from Milwaukee finished with 2,252 pins. U. F. Cleveland's men had 2,101.

Both teams prepared for the match for several weeks. Scouts were out checking the opponents' individual scores. Special instruction and training was given. In this respect Mr. Cleveland was handicapped because of the necessity of giving W. R. Hearne special attention, Mr. Hearne being a better moose hunter than bowler.

Mr. Cleveland of the Illinois team got the high average, 485. High game went to A. D. Grote of the Illinois team with 182.

Fred W. Kelley, who succeeds Mr. Cogswell at Springfield, first became interested in the telephone business in 1899 at Wauseon, Ohio. In 1900 he moved to Oskaloosa, Iowa., and took over the management of the Home Telephone Company in Mahaska County, rebuilding the business and changing it from local to common battery. In April, 1903 he moved to Springfield, Ill., and became manager for the Inter State Telephone Company. Here he remained until July, 1908, when he moved to Aurora, taking a position under H. H. Evans, acting president of that company. In February, 1911, he took a position with the Central Union Telephone Company as manager at Galesburg and remained there until April, 1918, when he became district commercial manager at Decatur.

Mr. Kelly is a member of the Elks and Masons, Rotary Club and the Association of Commerce of Decatur. He served one year as vice president and one year as president of the Decatur Rotary Club. Commenting on his removal from Decatur the *Decatur Review* in its issue of April 16 said:

We Lose Another Graduate

"And now they are taking Fred Kelly of the telephone company away from Decatur; he is booked for Springfield, a pleasant enough place when it is ordained a man is not to live in Decatur.

"Another good man gone from the midst of us, and in this instance the lightning struck almost without warning of any kind. Is there any plea we can take to court and ask for greater consideration in a case like this.

"Do what we can, Decatur seems unable to get away from being a postgraduate school whose alumni are in great demand in other corners of the world. It is the experience we have had with teachers and ministers and insurance men, and now they are calling on this place to furnish leaders for other lines of activity.

"Decatur gets the makings of a good man and then proceeds to completion of the job. In a little while some one calls him away, and then we have to start the grinding once more. By now we must have achieved a reputation in this respect, so we can make up our minds this kind of amiable robbery is sure to continue. It has got so that when they want a good man anywhere in this and neighboring states they just come to headquarters in Decatur and help themselves.

"But we wish Fred Kelly great and good luck wherever he goes. It's a little bit of what is coming to him."

Mr. Kelly will find a warm welcome in Springfield, his old home, as is evidenced by the following editorial in the *Illinois State Journal* of April 18:

"Mr. Fred W. Kelly comes from Decatur today to take charge of the Springfield district of the Bell Telephone Company. Mr. Kelly is Mr. Cogswell's successor.

"He will find a warm welcome in Springfield. He comes back to a place where he once lived and enjoyed confidence and popularity among his fellow men. He will find hearty relations between the company and its patrons. His inauguration in his new service takes place under auspicious circumstances.

"The telephone today is such an intimate thing in the home and in business that the man behind is a matter of very great importance to every one. Springfield has been enjoying fine personality in the management of its telephone system and it is reason for civic congratulation that the new manager is a man of tried and tested personality, whose conduct of the company's affairs here is certain to be more than satisfactory."

Pictures of Presidents With This Issue

WITH this issue of the BELL TELEPHONE NEWS is included an insert on which is printed a miniature reproduction of a large group of portraits now on display in the commercial lobby of the Bell Telephone Building in Chicago.

The portraits are those of all the presidents of the Illinois

Digitized by Google

BELL POST HONORS W. R. McGOVERN

President of Wisconsin Telephone Company and Officials of Illinois Bell "Chow" and Sing With Legionnaires

MEMORIES of 1917 and 1918 were revived in the Bell Forum, Chicago, April 12, when Bell Post 242, American Legion, had as its honor guest W. R. McGovern, president of the Wisconsin Telephone Company.

It was Bell Post's annual meeting to which telephone officials are invited. Among those present were F. O. Hale, W. J. Boyd, J. L. Spellman, H. M. Webber, W. E. Crosley, A. P. Allen, A. D. Grote, H. W. Bang and Francis Baldwin.

Army mess kits and the old chow line were brought back from obscurity (for that evening) and did their part in turning time back to the days of Camp Vail, Fort Leavenworth, Texas training camps and operations in France. Those were the days when Mr. McGovern was father of the 409th and 410th Telegraph Battalions.



W. R. McGOVERN

First, in order of time, was supper—stew, apple cake, coffee, and the trimmings. The officials lined up with the Legionnaires armed with mess kits and cups. Next they were permitted to witness the ridiculous and the solemn initiation of a dozen new members.

Then came a surprise for Mr. McGovern when the post members joined in singing the following song to the tune of *Tomorrow:*

McGovern, McGovern, all Bell Post Two-four-Two
Remember, remember, the things you used to do.
When we were over there in France
With the others who took the chance
You were like a big Dad and you kept on sending
Things that we wanted without our spending.
So, Mr. McGovern, tonight we honor you,
We never can sever bonds so true.
Oh, Mac, come back don't wait for a choo-choo train
Just take the fastest aeroplane,
And then make your home again in old Chicago.

Commander Paul M. Kenny of Bell Post, who served in the 410th, called on Past Commander Dick Walsh to introduce Mr. McGovern. Dick was a telegraph battalion captain and later a major. Those present arose momentarily when Dick mentioned Mr. McGovern's name and round after round of applause rang out through the Bell Forum. The honored guest, who was almost overcome with the ovation accorded him, indicated visibly and in well chosen language that he was pleased with the opportunity to renew old acquaintanceship. He urged the men who had done their bit in the World War to "carry on" now in civil life so that our great country would not be troubled with the Bolshevists, and one hundred per cent Americanship would be always maintained. He spoke of the high purposes of the American Legion and urged the members to keep up the good work.

Mr. McGovern told a few stories and closed by inviting all to call on him any time they are in or near Milwaukee. Later when singing was indulged in, Mr. McGovern showed he is still one of the boys by giving them an impromptu solo on "Mr. Gallagher and Mr. Shean."

Before leaving for his train (he made a special trip to Chicago just for the meeting) he held an informal reception with the signal corp boys and was reminded by them specifically of the many things he had done for them when they were in the army here and abroad. As Mr. McGovern put it, it was a meeting he will never forget.

Chicago and Wisconsin telephone people will recall that early in 1917, when America declared war against the Imperial German Government, the Bell System was called upon to supply, in as short a time as possible, a number of military telegraph battalions. Mr. McGovern at that time was chief engineer of the Central Group of Bell Telephone Companies. When word came to Chicago that it was desired to form these battalions, he was assigned by President Sunny to handle the job. So well did he carry out the assignment that the Sixth and Eleventh Telegraph Battalions, as they were first called, were among the first to be organized and equipped, and their record in the war was 100 per cent.

The Eleventh, afterwards the 409th, was one of the first to cross the water. The 410th was not quite so lucky in this respect, but did reach France in time to be in at the finish.

Bell Telephone Company and its predecessors, the Bell Telephone Company of Illinois and the Chicago Telephone Company. The men shown and their periods of service as chief executives of our organization follow: Anson Stager, 1881-1885; Norman Williams, 1886-1887; George L. Phillips, 1887-1889; Arthur D. Wheeler, 1889-1890, 1903-1908; Henry B. Stone, 1890-1897; Robert T. Lincoln, 1897; John M. Clark, 1897-1901; John I. Sabin, 1901-1903; B. E. Sunny, 1908-1922; W. R. Abbott, 1922.

The individual portraits of the ten men were made by the Radiotone process on silver plated copper and are imperishable. They are mounted in a white metal frame with solid wood backing, the whole mounted on an easel.

The group, which was designed by the publicity department, has created much favorable attention.

The history of each of these men while he was president of the company was given by A. S. Hibbard at the year-end luncheon in the Bell Forum last December and was published in the February number of the BELL TELEPHONE NEWS.

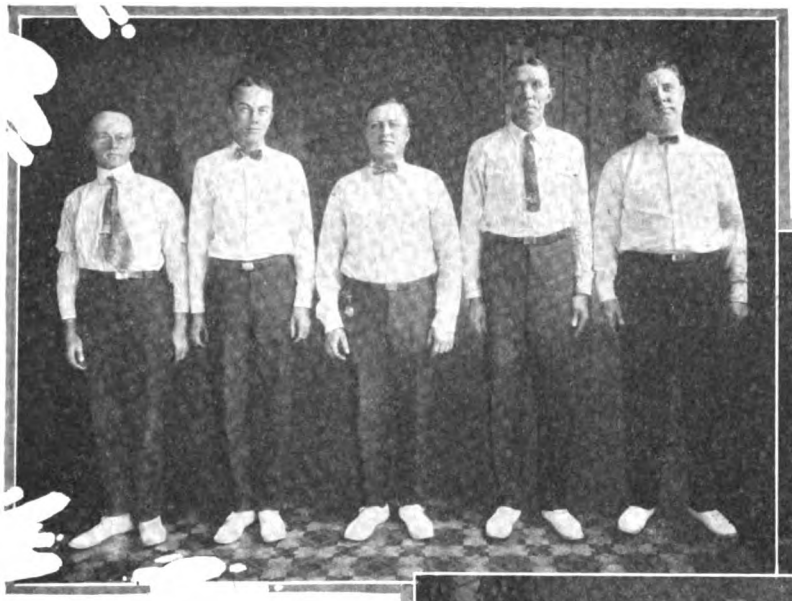
Early Telephone Concerts Like Radio Programs Now

IN the introduction of radio to the public the first great attraction was the broadcasting of concerts. It was the same when the telephone was being introduced to the public. An instance of this occurred in Michigan the first time a telephone instrument was brought into the state.

On March 6, 1877, a telegraph operator by the name of W. A. Jackson arrived in Detroit with a telephone set in his valise. He exhibited the instruments at the Detroit Club. Much interest was aroused. This increased and became widespread when the telephone was attached to a telegraph wire from Chicago and a musical program being rendered in the distant city was distinctly heard in Detroit. The same man, W. A. Jackson, was later the president of the Michigan State Telephone Company.

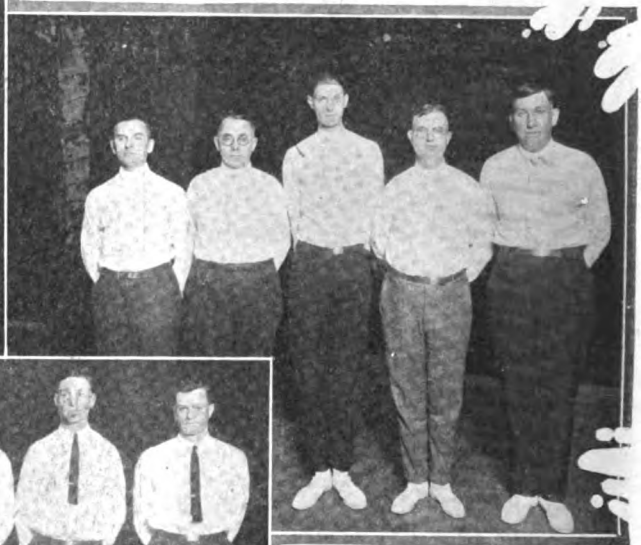
Digitized by Google

FIRST AID TEAMS OF ILLINOIS DIVISION, WHO COMPETED AT SPRINGFIELD, MARCH 7



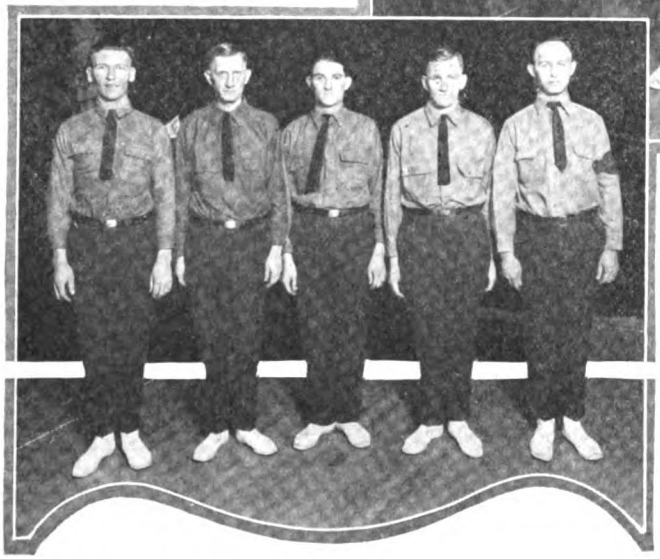
Above—The Springfield winning team. Left to right—E. Robbins, H. Crowel, C. P. Swedenburg, J. M. Easley, W. E. Pickering.

At right—The Alton team.
Left to right—C. Michelbrich, W. Gibbons, J. W. Bower, A. G. Hall, C. K. Graves.

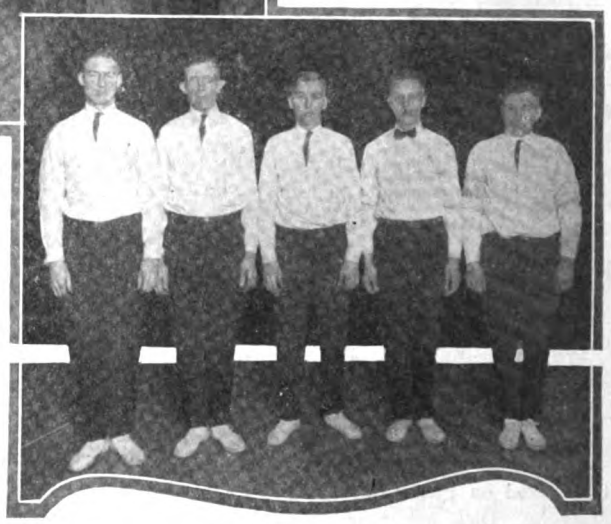


The Peoria team.
Left to right—T. E. Bolles, A. S. McDuff, R. T. Tingwall, J. C. Gibbons, William Ebinger.

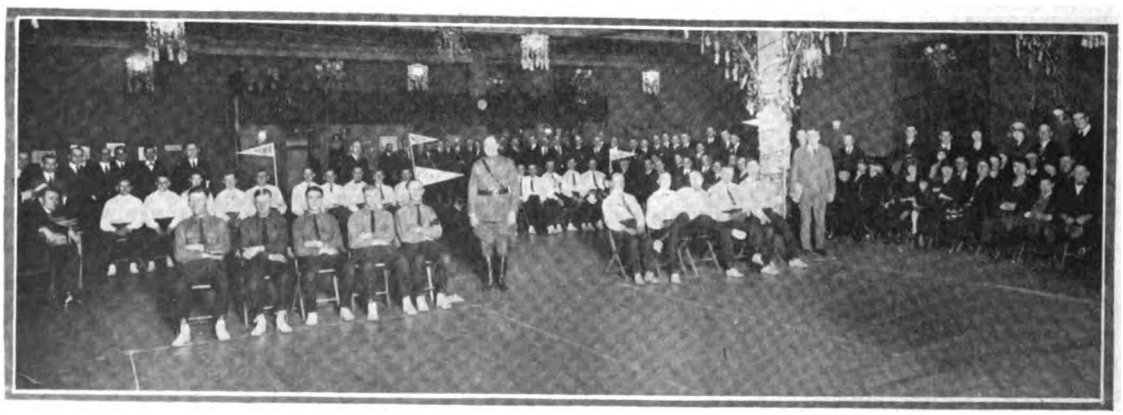




The Champaign team.
Left to right—V. J. Beasley, R. Wrightsman, H. H. Hinton, C. G. Coon, G. W. Miller.



The Rock Island team.
Left to right—C. Kobel, R. C. Payne, R. Ague, A. Benesh, C. Johnson.



General view of the teams and the audience at the finals.

Digitized by Google

"BETTER THAN FIFTY-FIFTY"

E. K. Hall, Vice-President of American Telephone and Telegraph Company, Delivers Inspiring Address on Public Relations

"NOW this public relations job divides right up into two phases. The first phase is this: You have got to merit public opinion. Second, when you merit it, then go out and get it."

This was the keynote of an inspiring talk made at the Hotel LaSalle, Chicago, on the night of March 21, by E. K. Hall, vice president of the American Telephone and Telegraph Company. Mr. Hall was heard by 1,100 officials and supervisory employees of the Illinois Bell Telephone Company and the Wisconsin Telephone Company, who crowded the ball room on the nineteenth floor. The address occupied two hours and was listened to with close attention by the large audience.

W. R. Abbott, president of the Illinois Bell, introduced Mr. Hall in a happy speech in which he reviewed briefly the successful career of the guest of honor. He explained to the audience that Mr. Hall had once been a football coach, where he first demonstrated his talent for directing team work.

Mr. Hall opened his address with an expression of his high confidence in the personnel of the telephone organization, declaring that if the industry can keep the service of such men and women as are now in the organization, there is no doubt that all our problems will be solved. Continuing he said,

Company Must Serve Everybody

"In the telephone business we can't do as the ordinary business can do. With the ordinary group of business men building a factory—say they start to make shoes. If they don't like making shoes they can shift that factory over to some other kind of a factory. They can sell the factory; they can sell a good deal of the equipment and if they want to make it larger they can make it larger. They can go along with the capital they have and the capital they started with, but in the telephone business every year we have to enlarge and enlarge the plant. If we don't, we have fallen down on the job. Our job is a public service and we have to serve all of the public. Now, for instance, suppose that right here in Chicago—this crowd on this side (motioning) is wanting telephone service and the telephone company provides you all with service and you are all connected. Along comes this bunch of outsiders (motioning) to Chicago; now this crowd comes down and says to the telephone company, 'will you please run your line out here and connect us up?' and the telephone company says, 'We are awfully sorry about that, we would like nothing better than to build some plant and come out there and serve you people, but the trouble is we have taken all the money we had and we have used it to serve this bunch down on the south side.' Now that makes you mad. Well if it was only half of the town that was sore, maybe the company might get along all right, but the trouble is this crowd over here is mighty sore too. They are almost as anxious for you to have telephones as yourselves. They live on the south side, they have their friends among you and want to be connected with you. The point is that the whole public is interested in all the rest of the public having telephone service."

Mr. Hall then gave some information concerning the financial requirements of the business, stating that every time the Bell System puts another new man or woman on the job, it must provide $6,000 worth of tools for that man or woman to work with. The company must be able to obtain from the investors the money to do this as rapidly as the public demands it. Continuing, he said:

"The trouble is that you fellows and the girls that help have made this telephone service so good, so indispensable, that all the time the public is using it more and more and in larger quantities, so we have got to supply more tools and facilities. All right, where are we going to get the money? One hundred twenty million dollars a year for the next five years is the minimum as we see it. Where the public has money that it has saved that it ought to invest, we are going to invite them to come in and become stockholders or bondholders. We are going to invite the savers, the thrifty people of the United States to take their savings and become stockholders in our company—invest it in our business. Now bear in mind the difference between inviting outsiders to put their money in the business and you putting your money and I my money into the business. We are perfectly willing to have our money right there in the business where we are working. But it is a different proposition to go outside and tell the people who are putting in the money. 'Don't put your money in your business, come over and put your money in our business. We will take care of it.'

Character and Credit Essential

"Now somebody may ask, well what is the character of a company? You establish the character of a company and an organization just as a man establishes his character. The character of the Illinois Bell Telephone Company as it is known in Illinois today is whatever the public considers to be the combined character of the men and women in it. Are they thrifty, are they courteous, are they honest, are they on their job, are they on their toes, are they trying to do the job well? If the public think that, then Illinois Bell Telephone Company has established its character in the State of Illinois.

"But that is only one phase—of character—and character doesn't go so very far. It is good for low amounts but it isn't good for the big amounts. You have got to have something more than character. You take a most honest man, say a minister, and we know he can't go into the bank and borrow $5,000 just on his character. Now the other thing depends on financial standing."

Mr. Hall then took up the subject of credit and explained that credit as well as character is necessary when large sums are to be obtained. He then took up briefly the subject of rates, saying:

"Bear in mind that it is not the question of whether or not we can sell our service. Our service is sold—in Chicago you have sold your telephone service for the next fifty years. It is so good that they can't afford not to have it. The question is, can we get an adequate rate for it, an adequate price? Now that is just as important to the public as it is to us. Right at the start we found that all of the operating problems can be solved if we can get the right kind of people and keep them in the service. Now we find that we can if we can get enough revenue to keep the margin. Now I want to tell you what adequate rates depend on, in my judgment, and I hope there isn't a man here in this room will ever forget what I say because we have to keep it clearly in our minds; they depend almost absolutely on public opinion. Therefore the big problem of the future is this in the telephone business, to find some way so to educate public opinion that public opinion, in its own defense, in its own self interest, will demand that our rates are adequate."

Of the tremendous importance of public opinion in connection with affairs of a corporation like ours, Mr. Hall said:

"Now I want to tell you why I say this whole thing depends so much on public opinion. Up to a certain point the constitution of

Digitized by Google

the land and courts of the land will protect our revenue. That holds where any regulatory body or any legislature tries to push our revenues down to a point where we can't break even, generally speaking, but that is as far as the courts are absolutely sure to protect us. Then the margin—that thing that we are talking about—that depends on the Commission, and that depends, as I have tried to show, on public opinion."

Commenting on the popular misconception of the size of telephone profits, Mr. Hall said:

"What do they think about our rates? They think our rates are too high. They don't know about it—probably ninety-five per cent don't know—and they think our rates are too high. Within the last few days you saw the figures come out for the Bell System. You saw in the Bell statement that after all dividends were paid there were twenty-four or twenty-five million dollars left in the margin. What does the public think? They think it is too big, and we know in the telephone business that it is just barely big enough, if it is safe. We have got to show them. This twenty-four million dollars is spread out in a corporation with nearly two billion dollars of investment. As I stated the other day, 'I don't know whether you think that margin is too big or not, but I will say to you that it is a very narrow margin, and if we had earned one cent per telephone station per day less in the Bell System last year than we did, there wouldn't have been any margin whatever and the dividend would have been cut pretty nearly in two. That is how thin that margin is."

Mr. Hall gave some very interesting examples of what he considered better than "fifty-fifty" treatment of the public by our employees. He said:

"We have got to treat the public so they will like us and enjoy doing business with us or we won't get any chance to educate them. When they believe everything we say, we can educate them easily, but when we have got to prove everything, it will take a long time. When I say treat them right, I don't mean treat them fifty-fifty; that isn't going to get us anywhere. If we treat the public just as well as they expect to be treated, that is just an even break. If we want them to remember it, we have got to surprise them somewhere and treat them better than all the other public utilities are going to treat them. Now I am not talking about this glad-hand stuff. I am talking just about super-service and super-treatment—intelligent stuff that really gets us somewhere. Fifty-fifty is an even break, it is a tie game. We are talking about winning something. We want to win public approval and you don't win on tie scores. We have got to make this about eighty to ten; that is the kind of scores we want. Now let me give you this illustration of how it works. A man in the hotel wants to call San Francisco. He wants to call from the telephone building for some reason. He goes into the telephone building. There are three public stations down in the corridor. He places his call; he is told there will be a delay of about thirty minutes. That is quite a long time to wait. Everything else is locked up—and he has to wait there for his call when it comes, and in comes the night watchman. He isn't any part of the traffic department; it isn't his job to give service; he is no part of the commercial department, he is no part of the financial department, but he sees a customer of his company trying to do business with us under inconvenient circumstances, so he goes up where there is a big chair and gives the man a comfortable chair, and the man sits down and waits for his telephone call. That is better than fifty-fifty. He did a whole lot better than that fellow expected him to do, so much better that before that fellow left town the next day he went over to the office of the telephone company to see the president and said, 'If all your men are like him, you have certainly got a fine bunch.'

"Now another case: A trouble man went to repair a telephone in a fish market. He wanted to go down in the basement, and the proprietor of the market gave him a rusty old key. While he was trying to open the door he broke the key, but with the use of his pliers he finally unlocked the door, fixed the telephone and left. He came back a little later and said to the proprietor, 'When I was here the other day I broke the key to the lock on the basement door, so here are a couple of keys to fit that lock.' The proprietor said, 'What do you mean, two keys?' 'Well, while I was having one made, it didn't cost much more so I had two made.' *Better than fifty-fifty.* That proprietor of the fish market took the trouble three days later to go to the telephone company several blocks away, and says 'I want to tell you what one of your men did the other day' and related the incident, and he said, 'If all your people are like that, you have certainly got a fine bunch of people.'

"I was talking with a man not long ago. He said, 'I pay all my bills by check except my telephone bill. I pay it in cash. I walk six blocks in order to pay my telephone bill in cash.' I said, 'I am interested in that; what do you do it for?' He said, 'I like to go to that office. I feel better when I get in. I can start from my house with the worst grouch I have had for two weeks and I come out of that building all sweetened up.' 'Well, what happens?' 'Well in the first place the young lady says 'How is your service?' She doesn't have anything at all to do with my service—but her sister is on the job and she is interested,' and he said, 'I just like to go in there.' Now that is *better than fifty-fifty.*

"I will tell you another. Two installers went out with a foreman in the morning to install a private branch exchange in a small chemical factory in a town in California. The foreman went with them—he had two other gangs working near—but he went with them first. He stayed with them about half an hour and then went up to the office and got back there about half past four in the afternoon. When he got back the proprietor of the chemical factory said, 'I want to speak with you.' He said, 'I noticed that after you left this morning that the men began working even faster and even more attentively than when you were here. They kept that up all morning. I couldn't understand that and at lunch time I went in and I said, 'How about it, you fellows working harder on the job when your boss is not here than when he was. This is rather unusual in this place.' *Better than fifty-fifty,* so much better than fifty-fifty that that man two weeks later came to the office of the president of the Pacific company and said, 'I have got about $5,000 that I can't use in my business and I would like to put it in the telephone business if there is any place you can use it. If the fellows that I saw in my shop two weeks ago putting in my private Bell exchange are any sample of the service of all the telephone people, that is where I would like to see my money invested. If I could get the same kind of spirit in my business that you fellows in the telephone company seem to have, I would change it to a profit in a few months.'"

Mr. Hall concluded his remarks with the following inspiring paragraph:

"Working for the pay envelope alone is a sordid existence, it isn't working. It isn't real life, it is only an incident. We want to have the pay envelope and to have it with a reasonable compensation, yes, but that of itself is no objective and as an only interest in the job it is too dead. It is a wonderful thing for all of us, for each one whatever his part may be, to be proud to do his job so it just fits right into the next fellow's and makes it stronger—chief operator or president, office boy or troubleman, repairer or installer, division superintendent or supervisor—no matter what his job, it is a fine thing to do it so well that it fits right into the job of the next fellow. But the great big job is the common job that we all have, every one of us from top to bottom, all of us working at the job of building up the reputation, the integrity, the financial strength, the character, the credit and the good name of the best public utility, the largest public utility that there is in this country, bar none, and be proud of it while we are doing it, and believe me, if we all turn loose and do that, we will have something of which every single man and woman in the organization can well be proud."

Digitized by Google

BOY OPERATORS ARE STILL AT THIS BOARD

Not Out of Style at the Pay Station in The Chicago Board of Trade Building

By W. A. Sepke

STORIES about the time "'way back when" the telephone company had boy operators seem to grow more numerous and more humorous. It is difficult to learn at this late date whether all the incidents we hear related are fact or fiction. But here is a boy operator story that is true, up-to-the-minute and probably will be news to thousands of telephone employees. Fact is, the company still employs the lads to handle the plugs.

The board operated by these boys is in the Chicago Board of Trade building. The insitution to which they are so closely associated is known all over the world.

The Chicago Board of Trade, like all the other important grain exchanges, is a corporation. It was incorporated under a special act passed by the Illinois Legislature February 18, 1859. This act incorporated the then existing Board of Trade which had its early beginning in 1848, when it was hardly more than a wagon-load market, and it was not until 1856 that the trade in grain was important enough to make the Board of Trade a real grain exchange.

Chicago as a Grain Market

The geographical location of Chicago made the city a great grain market. It is the greatest railroad center in the world. Contiguous to this city is an empire of the world's best agricultural lands.

It was due to economical evolution that here, the great grain warehouses were built, and that here should grow up the world's greatest cash grain market.

Let us glance at this grain center of today. Four hundred million bushels of all grains are handled annually. Statisticians tell us this is equal to twenty train loads of fifty cars each for every working day of the year. In a single day as much as 2,000,000 bushels of wheat has been received.

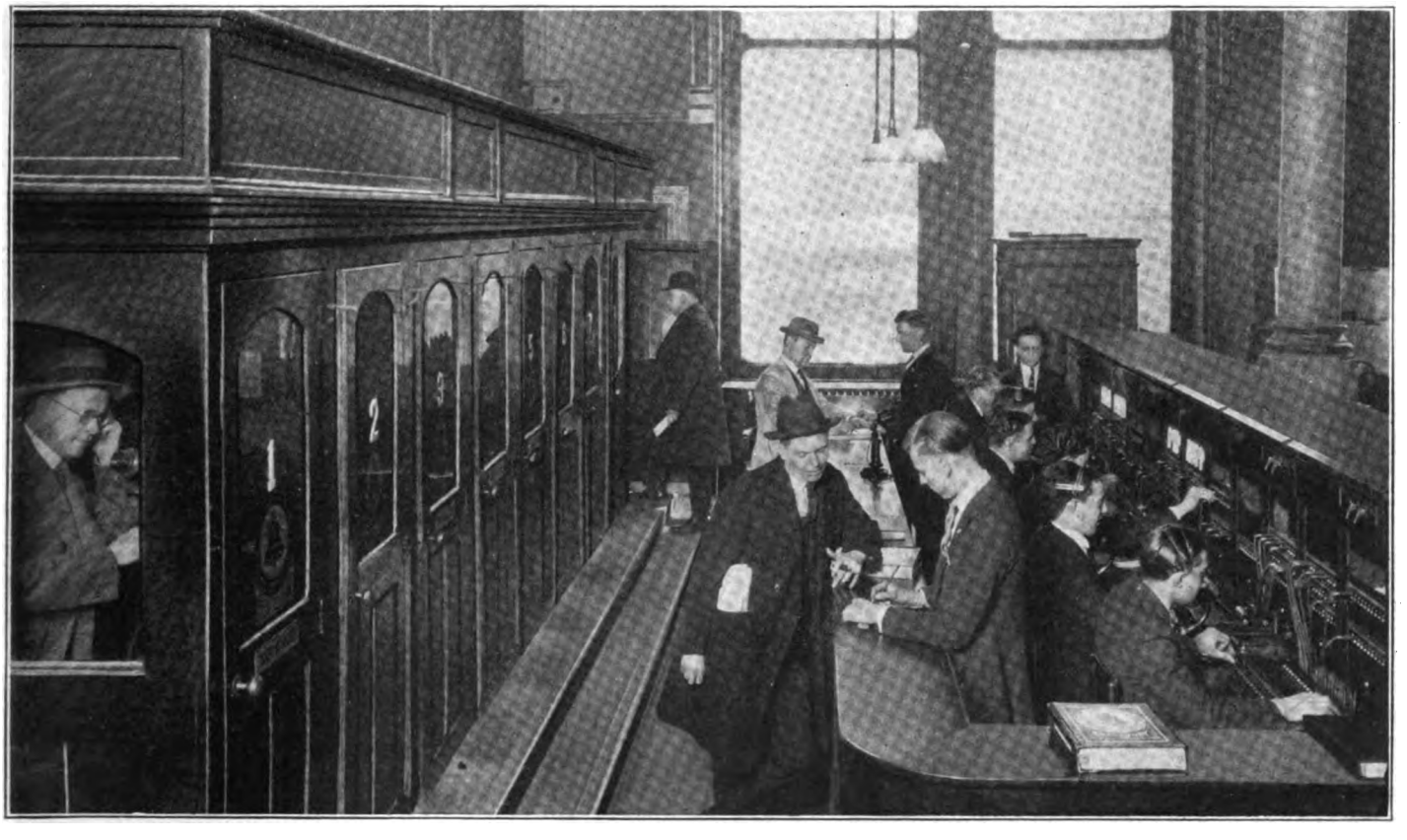
In sixty-five years a total of over 12,500,000,000 bushels of grain has been received and 10,000,000,000 bushels shipped out of Chicago.

The Board of Trade, which is an incorporated association, does nothing for profit, nor does it either buy or sell grain. The association makes and enforces trade rules for the members and provides a place of business for them—the Board of Trade building with an exchange or trading room called "the floor." In addition, the Board of Trade collects and disseminates a large amount of trade and crop news and statistical information gathered from all markets and grain growing countries.

As a self-governing institution, the board's method of law making is very democratic. The rules are adopted by the members by a majority vote and are constantly being changed from year to year to meet new conditions. The affairs of this corporation are managed by a board of directors of eighteen members, while the active administrative work is largely in the hands of various committees.

Selling Cash Grain

About ninety-five per cent of the grain reaching the terminal market has already passed out of the original farmers' hands into



ILLINOIS BELL TELEPHONE COMPANY'S SWITCHBOARD AT THE BOARD OF TRADE, CHICAGO

Digitized by Google



CHICAGO BOARD OF TRADE BUILDING, JACKSON BOULEVARD AT LA SALLE STREET

the hands of a country elevator. About 4,000 of the country elevators in the Chicago territory are owned by farmers collectively, and the bulk of the cash grain reaching Chicago comes from these farmers' elevators. Most of it is consigned to grain commission merchants to be sold by them to the highest bidder they can find.

At one side, on the floor of the exchange, are arranged a series of tables and if the commission merchant is a skilled salesman (and the unskilled do not survive long on this market) he is at his table early in the morning—a half hour before trading begins. He sees his samples delivered from the State Grain Inspection laboratory, each in a strong paper bag with the proper notations as to grade, moisture content, dockage, test weight per bushel. He sees his own samples arranged in order, whether he has ten cars or fifty or a hundred cars to sell, and moves about among the other fifty tables. He makes a swift and accurate mental inventory of every car of grain arrived, how much off-grade stuff, how much premium grade, and so on. Every seller of grain he knows intimately for they are his competitors. The buyers of grain he knows equally well, and what their particular requirements are.

And so, when the gong sounds at 9:30 a. m. for trading to begin, he has his selling campaign well in mind —what to do with his white corn or his yellow corn, or his mixed corn, or his white or standard oats, or his hard wheat or his soft wheat. It is doubtful whether any better exhibitions of salesmanship are anywhere to be found than here, or any more fierce competition. In one sense it is an auction—the sales going to the highest bidder, only there are many sellers and many buyers.

As American agriculture expanded, many marketing problems made themselves apparent. It became necessary in time to trade in contracts for future delivery of grain, in order properly to facilitate the vast commerce extending around the globe. And so the future grain market was created. The system, as now in operation, is the outgrowth of years of study by the best minds of the American people. It is a part of the natural evolution of agriculture.

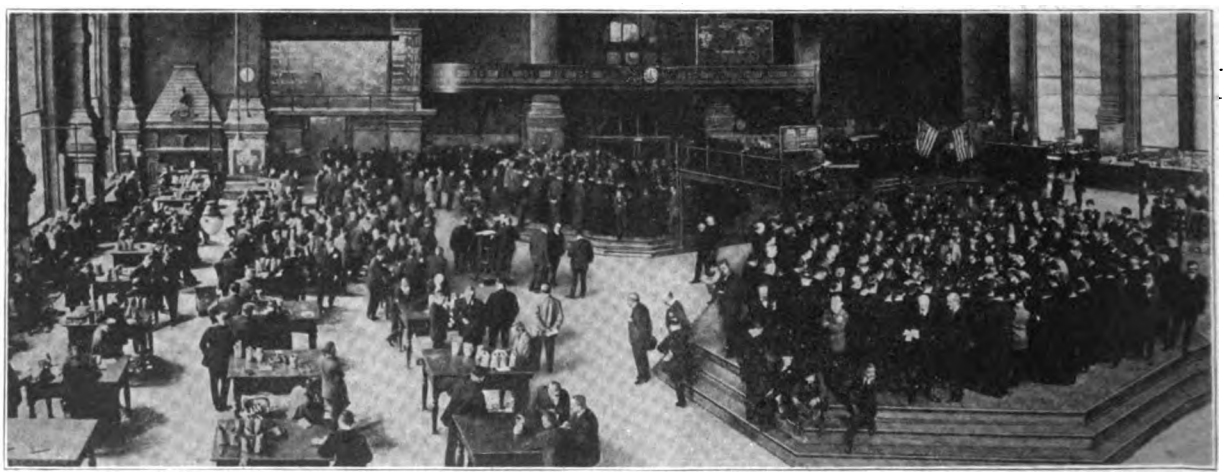
A contract for future delivery of grain protects against sudden price changes due to adverse weather or transportation difficulties or the score of other factors entering into the marketing of grain. The producer can sell a futures contract and then deliver the grain at his convenience. The country buyer can hedge, or insure by a sale for future delivery and being protected against loss, is enabled to pay a higher price to the grower than if he were to carry the risk of price fluctuation himself. Miller and exporter likewise use futures contracts ot obtain the insurance against loss.

Risk of ownership must be carried from the time grain is harvested until it is consumed.

Let us examine for a moment one of the paramount reasons for the futures market. In a normal year, according to economists, consumption of white bread is equivalent to 3,500,000,000 bushels of wheat. It almost never happens that exactly this amount of wheat is produced. In fact, there is a variation, roughly speaking, of 500,000,000 bushels from year to year.

Grain prices, like all commodity prices, including sound government bonds, fluctuate. Prices are influenced by weather conditions, foreign supply and demand, transportation, panics and a multitude of other causes.

Here is a specific example of shifting the risk of grain ownership by use of the future market. Let us say that in October a country elevator purchases grain from a farmer, expecting to ship and sell the grain in a later month. At about the time of the purchase the elevator owner sells an equal amount of the



"THE FLOOR"—TRADING ROOM OF THE CHICAGO BOARD OF TRADE

Digitized by Google

same grain for future delivery through a commission merchant to a buyer on the Chicago Board of Trade. This sale is made at a price sufficient to cover the cost of grain, carrying and freight charges, and a fair profit.

By this process the elevator owner becomes immune from losses due to a falling market. Should the market decline the grain in his elevator becomes less valuable, but this loss is offset by the gain he realizes on his Chicago contract. The process by which his speculative risk was shifted is that process known as hedging.

Through operation of the futures market, the Chicago Board of Trade maintains a continuous market in which the farmer's grain may be sold at any hour of any business day in the year. The price received is the price established not by any individual or a group of individuals but the inexorable law of supply and demand.

World Market

Hundreds of buyers and sellers representing various interests throughout the world meet on the floor of the Board of Trade. Their opinions are widely divergent. Throughout the trading hours authoritative news comes in over thousands of miles of telephone and telegraph wires. Cables report latest crop conditions in foreign wheat producing nations; they likewise note the requirements of the non-producing nations. Other wire messages make known the volume of grain moving from ports of export; they tell of transportation conditions; they tell of crop failure or an abundant harvest; they bring the government's production estimates, the visible supply of grain, and the weather prospects in the grain belts.

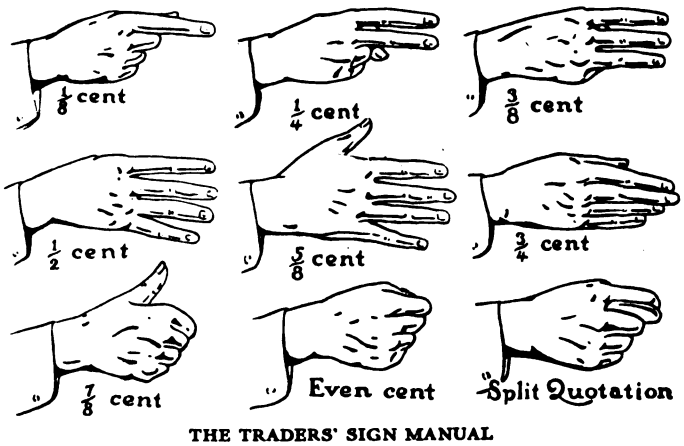
The association has also spent fortunes in encouraging improvement in yield and quality of crops. It may be announced in this connection that the Board of Trade has renewed its offer of $10,000 in prizes for the best grain and forage crops. Last year 3,312 samples were exhibited by American and Canadian farmers at the show, which is held in connection with the International Live Stock Exposition.

Perhaps the thing that most impresses people who visit the Board of Trade, is the sign language used in buying and selling grain for future delivery. Unlike anything seen in any other line of business, this wonderful system, while simple in its execution, nevertheless puzzles the uninitiated. It is a system that has grown up with the board, and traders would be helpless without it. In the awful din where hundreds of men and boys are rushing about and shouting, individual voices are smothered and the trader must of necessity talk with his hands.

The sign manual of the pit trader is simplicity itself, consisting of only nine characters. The clenched fist represents the even price, say $1.50; one finger extended means one-eighth of a cent; two fingers spread apart, one-fourth of a cent; and so on up to five-eighths. When the four fingers and thumb are extended, but pressed close together, three-quarters is represented. The clenched hand with the thumb alone extended means seven-eighths of a cent, while the thumb protruding between the index and middle fingers is the signal for a split quotation. A "split" quotation means that half of the amount of grain is taken at a certain price and the other half at the next highest or lowest fractional figure.

These characters refer to the price, and the hands and fingers are held in a horizontal position. When the fingers are displayed vertically the quantity is indicated, each finger representing 5,000 bushels up to 25,000 bushels for all four fingers and the thumb. When the desire is to sell, the palm of the hand is held outward, and when the trader wishes to buy he does his signalling with the palm of his hand facing him. An offer of a trade is either accepted by a nod of the head or refused by a wave of the hand.

As fast as trades are made they are recorded on cards held by the two parties to the deal. These cards are printed in blue



THE TRADERS' SIGN MANUAL

on one side and red on the other, the blue side being used for the recording of purchases, and the red for sales.

The Attended Public Pay Station

The Illinois Bell Telephone Company operates and maintains a public attended pay station located in the smoking room adjacent to the trading floor. Here we find a six-position No. 4 type P.B.X. board equipped with twenty two-way and seven one-way central office trunks, eighteen terminals or booths and twenty toll terminals. The operating force consists of one inspector in charge, two supervisors, six private branch exchange operators and four messengers. In this connection it may be well to add that this is one of the very few remaining boards operated entirely by male forces.

The traffic at this location differs somewhat from other pay stations and P.B.X. boards, inasmuch as every incoming call requires the services of a messenger. As an illustration let us follow up and see what happens upon the receipt of an incoming call for a member.

1. Incoming call signal is received and answered by the P.B.X. operator, who—

2. Enters the name and probable location of member on a messenger ticket and after stamping the time with an electrically operated time clock the ticket is forwarded to the supervisor.

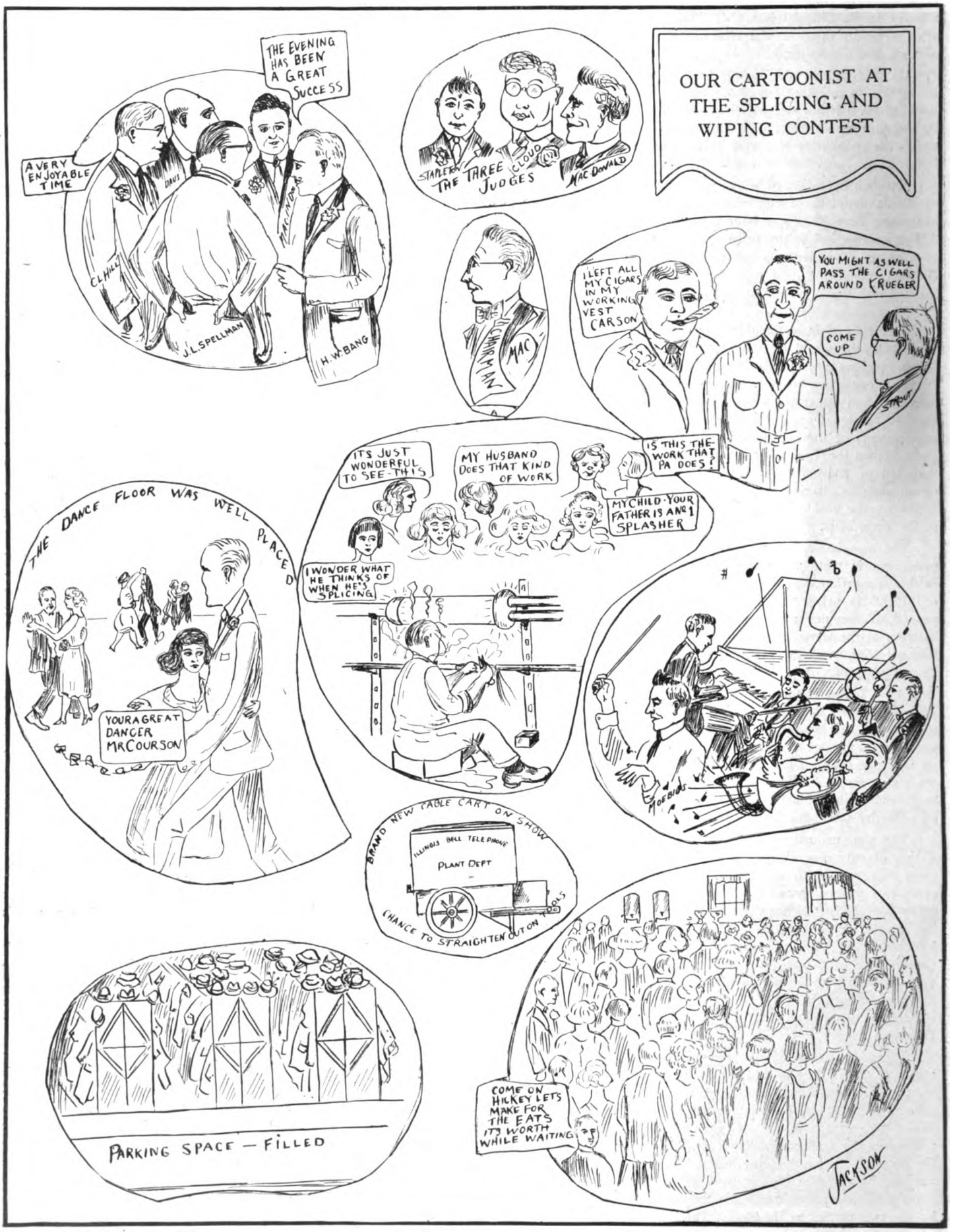
3. The supervisor checks the ticket and passes it to a messenger who immediately begins to page the called party on the trading floor. (The trading room is 144 by 161 feet in which are fifty-two cash grain tables as well as four circular pits which accommodate those engaged in futures trading. An average of 500 to 600 members congregate here daily.)

4. Upon locating the called party the messenger taps the member on the shoulder and hands him the "page" or "messenger" ticket, whereupon the trader immediately leaves the floor to answer the call. Although this may seem to be a long drawn-out procedure, the average time consumed from the time a call is received until its completion is forty seconds.

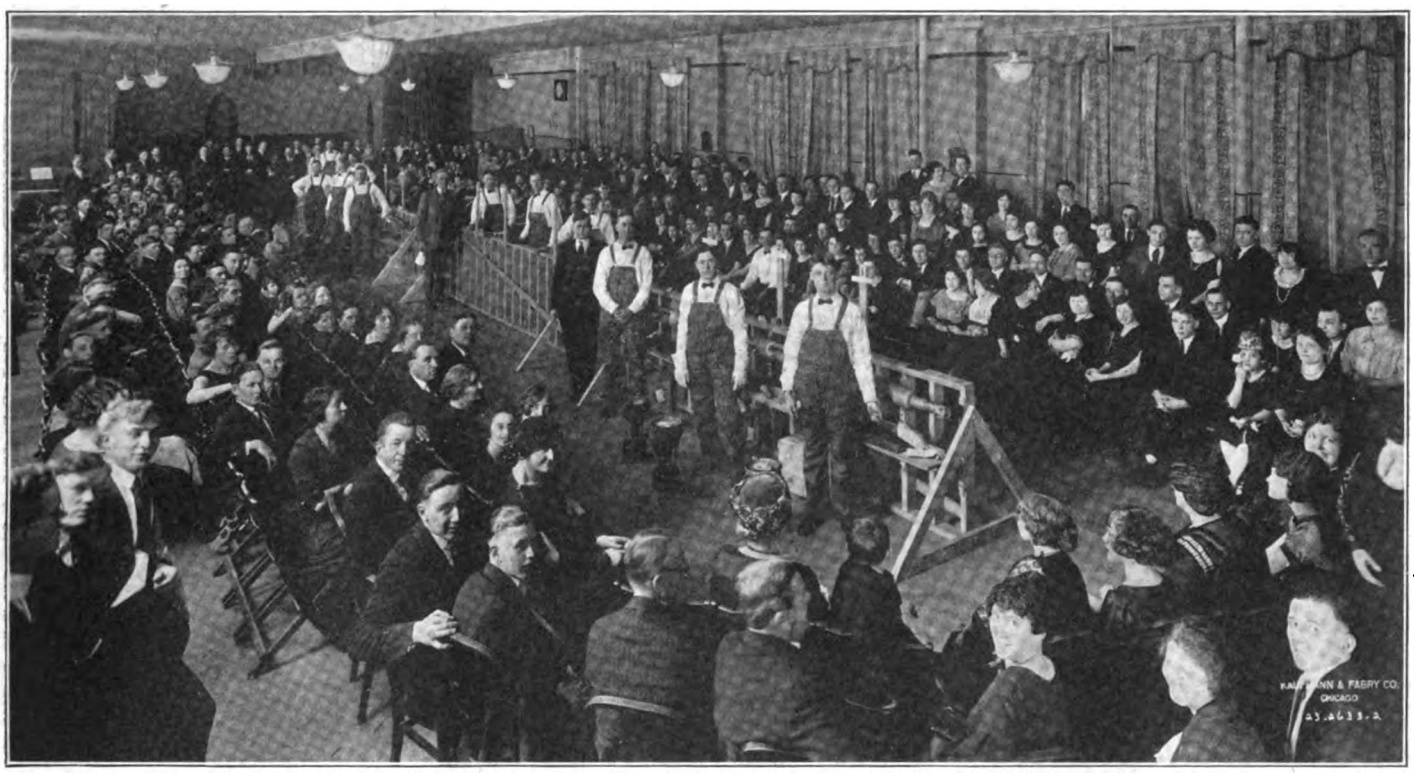
When a member desires to make a local call he places his request verbally with the supervisor, who in turn enters the called number on a ticket. This ticket is then passed to a P.B.X. operator, who secures the called number and after assigning an idle booth, passes the ticket to the supervisor who directs the calling party to the proper booth.

On an originating long distance call the member will enter all details of the call on a special L. D. entry form which is checked by the supervisor before it is passed to the P.B.X. operator, who then passes the call to the toll recorder. It is then placed on file by the P.B.X. operator until its cancellation or completion. When the call is reported "W.H." or ready, the P.B.X. operator will fill out a messenger ticket showing the name of the calling party and town called. The ticket is then given to a messenger and the same routine is followed as previously outlined in the completion of an incoming call.

Digitized by Google



Digitized by Google



FINALS OF SPLICING AND WIPING CONTEST OF SPLICERS' LOCAL No. 2, BELL FORUM, CHICAGO, APRIL 14

SOMETHING NEW IN CONTESTS

Big Crowd Sees Chicago Construction Men in Cable Splicing and Wiping Competition

ANOTHER bright chapter in the history of the plant employees' association was made in the Bell Forum April 14 when 900 relatives and friends of men in Splicers' local No. 2 gathered there to see men match their skill in a contest for which they train daily—that is, the more or less gentle art of cable splicing.

The contest not only added luster to the record of the employees' association, but was an innovation in the telephone business. It was the first time employees competed at their regular work in a contest. Here are the records made:

WIPING

1st Class		2nd Class	
R. Wasson	101 Points	W. Guest	94 Points
B. McShane	101 Points	P. Sloger	93 Points
H. Niehoff	100 Points	R. Heyman	92 Points

SPLICING

1st Class		2nd Class	
R. Daudistel	142 Points	F. Martin	133 Points
R. E. Davis	136 Points	H. Gardner	124 Points
W. J. Hughes	135 Points	W. Benson	116 Points
J. M. Davis	135 Points		
F. J. Barnes	135 Points		

HELPERS

Over 1 Year	Under 1 Year
S. Glawe	R. Revell
R. J. Lusson	W. J. Anderson
J. MacLeod	C. Young

Each of the winners was presented with a fine sweater. Points were given by three judges for workmanship and speed.

Preliminary contests had been held at several of the meetings of the Splicers' local, which is composed of construction department men. The affair in the Forum was that local's finals. Other construction locals have had preliminaries and if possible a grand final for the whole department will be staged later.

Points Way to Efficiency in Shopping by Telephone

ORDERING groceries by telephone rather than in person is much more satisfactory to the housewife as well as to the grocer, according to Mrs. Harland H. Allen, writing in the Springfield (Ohio) *Sun*. Housewives who claim unsatisfactory results from telephone orders simply do not understand how to do it properly, writes Mrs. Allen.

"The buyer must use forethought in assembling her orders, trade at a reliable store, insist upon service and deal with a clerk who knows her standards," according to Mrs. Allen. "It helps a great deal, too, to know the different grades and brands of the standard commodities, and order them by name. Of course, no housewife can be an efficient buyer without this knowledge, even if she buys everything over the counter. And if she does not know what she wants, the telephone order will bring exactly those things."

Mrs. Allen also believes that merchants appreciate the telephone customer because it saves their time as well as that of the customer. "Most grocers make it a habit of quoting their bargains over the telephone, especially to customers who request it. And certainly one can afford to 'drop in' oftener by telephone than by foot for this purpose."

New Scenery

Old Tom Tinker, tinkerin' 'round,
Hooked on to a "juicy" ground;
Grabbed a pipe despite of warning;
His family's garbed in brand-new mourning.

—*Radio News.*

Digitized by Google

REMNANTS OF RICH ROMANCE

A Half Hour in the Chicago Art Institute

By E. G. Drew

THIS is the day of boiled-down short stories, but nobody will ever be able to give you an idea of the richness and beauty of the varied exhibits in Chicago's favorite recreation center—the Chicago Art Institute, in a short magazine article.

Let me tell you about one of the galleries in this great building on the lake front which has a romance of the long ago—the Hutchinson Gallery of the Old Masters. If you have been in this gallery I don't need to tell you that it is fascinating. Now for the romance:

While Peter the Great was Emperor of Russia (he died in 1725) there was a man named Demidoff who made a vast fortune in the manufacture of swords, guns and other war supplies for the state. He had a grandson who became Count Nakali Demidoff. The count was highly educated and took himself to Florence, Italy, and there built a large and beautiful palace. He had a son, Annatoli, who shared his father's artistic taste and had world-wide fame as a patron of art. After his father died he traveled in high society and married the daughter of Jerome Bonaparte. The grim messenger soon entered these palatial halls however, and called him hence with the same lack of consideration that he displays toward other folks.



"THE ORPHAN GIRL," BY REMBRANDT
This picture is the acknowledged masterpiece of the Art Institute of Chicago.

Then all this magnificence descended to his nephew Prince Paul Demidoff. This prince was made of different stuff from the others and in 1880 he sold his palace and nearly all of the works of art for good hard cash. Luckily for Chicago he kept and treasured fourteen superlative paintings by a group of famous Dutch painters of the 1600's. In 1890, after his death in his new home at Pratolina, Italy, the news flashed out to the world that his daughter, Princess Demidoff, was willing to sell this wonderful collection. Charles L. Hutchinson, our well known banker, who was then and is now president of the Chicago Art Institute, and his friend Martin A. Ryerson, felt the need of just such a collection in the art institute to give it a place among the great museums of the world.

Without hesitation they purchased this Demidoff collection in behalf of themselves and a few other public spirited men for Chicago at a cost of nearly a quarter of a million dollars. Now Chicago and in fact the Great Middle West have them to enjoy for all time. Students and art lovers find in them beautiful examples of one of the golden ages of painting—for 300 years ago Holland led the world in art.

Let us look at the most valuable painting in the group—the *Portrait of the Dutch Girl* by Rembrandt. This painting alone is now worth more than the cost of the whole fourteen. See how this master has solved the problem of expressing light on a face on canvas. He has left his brush strokes luminous and his shadows full of charm and mellow mystery, although his genius was lost to the world 300 years ago. Look at the character in the face and hands. The girl is an orphan—a drudge in the state home where she lives. Her hands and rough clothes show it, but she has an inborn refinement and a personality. She is strong in faith and intends some day to take her rightful place in the world. The artist put his soul into the task.

Now let us walk around through some of the galleries and

Digitized by Google



ONE OF THE TREASURES OF THE ART INSTITUTE OF CHICAGO

This large painting "The Assumption of the Virgin" by El Greco (a mysterious Greek artist who lived and painted in Toledo, Spain, three hundreds years ago) is the finest of his work outside of Spain. Originally it adorned the wall of the Church at Le Antigua. It is painted with fresh and charming color. Once seen it will never be forgotten.

view the more modern paintings. Beautiful as most of them are, when you return and stand before the Rembrandt, do you not feel that it holds its place just above and beyond the best of them?

If we will but take the time to place ourselves occasionally under the spell of whatever part of this vast museum interests us, we will get a world of pleasure and soul-satisfaction out of the experience. These objects of beauty were gathered from everywhere with great care and expense for us all to enjoy.

Bill and Jim Get the Low-down on Telephone Words

"SAY, Jim," sez Bill to me one day, "what's this high brow stuff the new boss is pulling off?"

"What's that?" sez I to Bill.

"Oh," sez Bill to me, "every time he talks about aerial cable, he calls it a-e-rial. How does he get that way? Not only that, but he's got some queer ways of pronouncing other words."

"Hanged if I know," sez I, "but he may be right at that. If you aint doin' nothin' today at lunch, let's see Mr. Laughlin, he's pretty good on this English stuff, and can give us the low-down on it. Maybe we can learn somethin' from him."

At noon time, Jim and Bill saw Mr. Laughlin and Jim said, "Say, Mr. Laughlin, Bill and I have had a discussion about some telephone words, and thought maybe you'd be able to help us."

"I'll be glad to," said Mr. Laughlin, "what are they?"

"Well, to begin with, here's three or four I wrote out on a slip this morning."

On the slip Mr. Laughlin saw data, apparatus, aerial, and conduit. "I'm pretty sure of the pronunciation of these words," said Mr. Laughlin, "but perhaps I'd better look them up and be certain. You boys walk over to the same station I do, and if you will meet me down here after work, I'll tell you about them then."

That night during their walk to the station, Bill and Jim found that data was pronounced with the first "a" as in ale and the second "a" as in ask; aerial was pronounced with the first "a" and the "e" as separate syllables, with the accent on the "e," the first "a" as in ale, the "e" as in eel, the "i" as in it, and the last "a" as in ale. Apparatus has four syllables—ap-pa-ra-tus, with the accent on the third syllable, the first "a" as in at; second "a" as in ask; the third "a" as in ale and the "u" as in up, the third "a" is not given the same sound that it is in arm.

Conduit is pronounced as if it were kondit, the "o" as in odd and the "i" as in it. The first syllable is often mispronounced as kun, with the "u" as in up.

Propose Hunting and Fishing Grounds

WOULD you be interested in a plan contemplating the acquisition of a tract of land in the vicinity of Beardstown which would offer to men of the telephone company in Illinois excellent fishing and vacation grounds and, in the fall, duck shooting in the midst of the finest duck clubs in the middle west.

A rough estimate of the cost to each individual is as follows:

Per capita cost of operation (dues) per year	$10.00
Transportation from Chicago to the ground, round trip.	20.00
Board and lodging, per day	3.00

(or camp out at your own expense.)

Important

Before anything further can be done towards making this wonderful opportunity for telephone sportsmen a reality, it is imperative that every man who is interested fill in the following blank and mail it at once.

If there is not a considerable number of men interested, the project will be abandoned and no further publicity will be given to it. You will therefore realize the necessity for each man who considers the plan favorably and is interested in its development to do his part, at once, by using the blank form or otherwise notifying us in writing.

This opportunity is one in a life time for sportsmen. If enough of us take advantage of it we are in for some fine sport.

You can help by seeing that every Bell sportsman whom you know registers his approval:

I am interested in the proposed Hunting and Fishing grounds for telephone men:

Name .....

Mail Address .....

Department .....

(Print your name and address)

Mail to: C. H. KEHNROTH
311 W. Washington Street
Chicago, Ill.

Digitized by Google

BRINGING NEW PARTNERS INTO OUR BUSINESS

AS PART of a general plan to have every subscriber a stockholder, Illinois Bell employees started March 1 to sell American Telephone and Telegraph Company stock for cash and for partial monthly payments. By April 20 a total of 2,664 sales had been made. Practically every sale means a new partner in the business, which is the principal object of the plan.

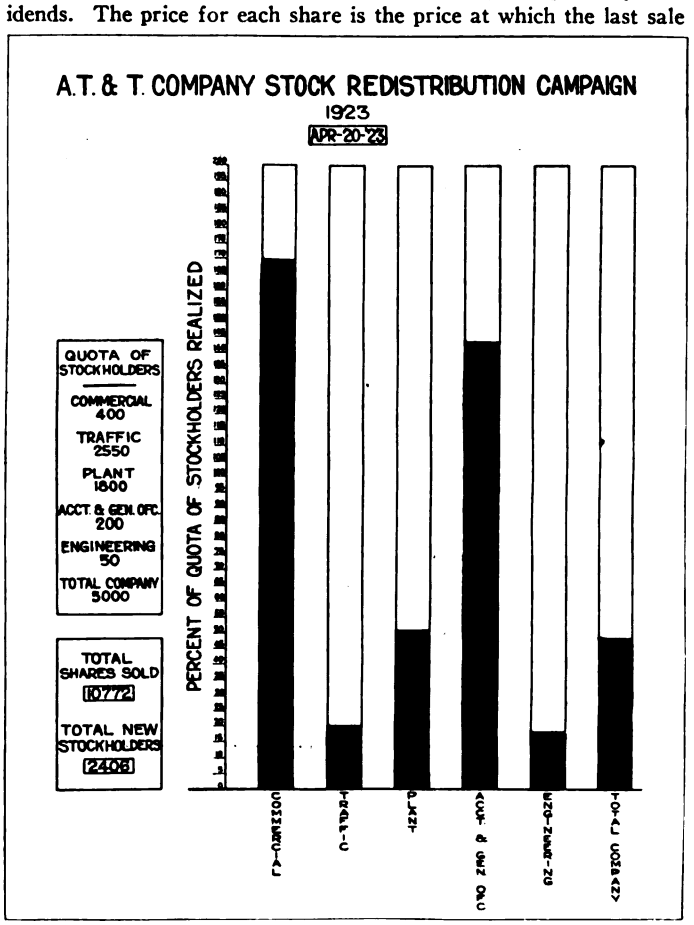
It was not proposed to have a whirlwind campaign with a definite limit for a fixed time, although the number of sales already made may give that impression. It was thought, however, that employees in this territory would sell 30,000 shares to 5,000 purchasers before next January.

Of the 5,000 purchasers a portion was assigned to each department according to the number of its employees. Exception was made of the commercial department, which has an allotment of shares, rather than purchasers. For purposes of comparison, though, the commercial department's percentage shown in the chart on this page is based on the number of its sales.

Up to April 20 employees of all departments in the Chicago division had sold 7,238 shares to 2,050 purchasers. In the Suburban division 2,398 shares were sold to 493 purchasers, and in the Illinois division 1,136 shares to 121 purchasers.

An attractive feature of the plan is that it permits persons to buy one or more shares and pay for them in monthly installments. The first payment then is $10, or any multiple thereof, with the application, and $10, or any multiple thereof, each month. Of the sales made when this was written, 1,531 were on the partial payment plan and 1,133 for cash.

Under the partial payment plan, the purchaser is allowed interest at the rate of six per cent a year on his payments. When the final payment is made the stock is delivered as soon as possible and the purchaser thereafter receives the regular quarterly dividends. The price for each share is the price at which the last sale was made on the New York Stock Exchange on the business day immediately preceding the day on which the application is received by the telephone company, plus brokerage charges, which at present are fifteen cents a share. If the price is over $125 per share the brokerage per share is twenty cents. At this writing the market price is $123 a share, which would net the purchaser 7.32 per cent on his investment at the present dividend rate of $9 per year.



Purchasers on the partial payment basis have the privilege of taking up any or all shares prior to the time first fixed for the final payment by giving written notice of their desire to do so. There is also a liberal provision for the cancellation of the contract which fully protects the purchaser.

Applications for purchasers may be had by any employee, and each should consider himself or herself a salesman. A part owner in the business is naturally interested in the policy and aims, and such acquaintance does much to remove misunderstandings which arise from a lack of knowledge of the facts.

Answers to Purchasers' Queries

Ten questions frequently asked by prospective purchasers follow, together with the answers:

1. If I purchase at $123.65, can I pay the $23.65 as an initial payment?

Answer: To simplify the computing of interest on payments, the Bell Telephone Securities Company has asked that the initial and monthly payments be $10, or a multiple of $10 per share.

2. Can I purchase four shares of stock for my four children and have the certificates issued one each in the name of each child?

Answer: Yes, this can be done. It will simplify the transaction if four application cards are used.

3. How do I know that this is a safe investment?

Answer: Every share of outstanding stock is backed by $190 in assets, and any bank will verify the fact that A. T. & T. stock is a safe investment.

4. What assurance have I that dividends will be paid regularly?

Answer: Dividends have been paid on this stock for forty years without missing a dividend period.

5. If I cancel my installment agreement at a time when the market value of the stock is less than at the time I purchased, why am I charged with the difference?

Answer: The Bell Telephone Securities Company purchases the stock to fill your order on the open market at the price quoted at the time you make application.

6. If I cancel my installment agreement when the market price of the stock is higher than when I purchased, why am I not given credit for the difference?

Answer: The agreement provides that a purchaser may pay up the balance due at any time. This makes it possible for you to receive your stock and dispose of it at the market price when you so desire.

7. If at any time during the life of my contract I am in need of cash but am unable to pay the balance, is there any way I can take advantage of the rising market?

Answer: Yes, most banks will loan you the balance necessary to pay up.

8. When will my monthly installments be due?

Answer: The installment payment must be made by the fifth day of the month in which it is due in order to receive interest for that month. If it is made at a later date interest will be paid from the first of the following month.

9. Will I be notified when my installments are due?

Answer: Yes, monthly statements will be issued.

10. How soon after my initial payment will my first install-

Digitized by Google

CHARTER MEMBERS

MAINTENANCE DEPARTMENT "10" CLUB OF CHICAGO



WATCH US GROW



John W. Hallam



Charton O. Rattray



Miss M. F. Lloyd



Sylvester Donohue



A. G. Schecter



Harold L. Fisher

CLUB SLOGAN "EVERY SUBSCRIBER A SHAREHOLDER"

The "10 Club"

THE "10 Club" of the maintenance department was organized April 12, 1923, with the six charter members whose pictures are shown above. To become a member an employee must make at least ten sales. The purpose of the club is to afford an opportunity for the men and women of the maintenance department who have made ten or more sales of A. T. & T. stock to relate their experiences and explain their methods to the other members of the "Bell Family." The objective of the club is to make "every subscriber a shareholder" and every employee of the maintenance department a member of the "10 Club."

Sylvester Donohue, repairman, the "Ace" of salesmen, with forty-four new subscribers, summed up his success in characteristic brevity, as follows: "In the course of my regular duties as repairman I became acquainted with the customers in my district, gave them the best service in me and as a result gained their confidence—the rest is easy."

A. G. Schecter, repairman, Edgewater, nineteen sales, said, "I use a system which has been used in every kind of business for years. During the regular course of visits as a repairman I broadcast the information about our stock selling plan, leave some literature with the prospect and then follow my lead at the first opportunity."

Miss Lloyd, maintenance clerk at Kedzie, ten sales, said, "At the outset I had no definite plan in mind, but I wanted to do my share and as a result made one sale, the others were sent in by my first customer."

H. L. Fisher senior testman at Oakland, twelve sales: "There isn't much I can tell you as to how I did it as my prospects called me up, but I believe the reason for them calling was due to conversations at various times about the company."

C. O. Rattray, repairman at Hyde Park, eleven sales, said, "I never miss an opportunity to talk A. T. & T. stock, and if you follow this rule, the law of averages will soon make you a member of the '10 Club.'"

J. W. Hallam, repairman at Calumet, thirteen sales, said: "I have quite a number of people in my district and I never overlook a chance to talk stock in my rounds."

---

ment be due?

Answer: If the initial payment is made on or before the fifteenth day of the month, the first installment is due the first of the following month, but if the initial payment is made after the fifteenth day of the month, the first installment will be due the first of the second month following.

Statement With Latest Dividend Checks

On April 16 paid up stockholders of the American Telephone and Telegraph Company received quarterly dividend checks of $2.25 for each share of stock held. With these checks went the following statement from President H. B. Thayer:

"At the special meeting of the stockholders held on March 27, 1923, it was voted (4,472,629 shares in favor to 255 shares opposed), that the authorized capital stock available for issue when required, should be increased to $1,000,000,000.

Digitized by Google

"From inquiries, it appears that the proposal to increase the authorized capital stock although explained in the annual report was not clearly understood.

"As shown by the report, the company is growing more rapidly than ever before in its history, in response to a substantial and steadily increasing demand for service.

"From time to time the amount of stock which could be legally issued has been increased in anticipation of the future requirements of the business. The last previous vote raised the authorized stock to $750,000,000, and while all of that amount has not yet been issued, less than $50,000,000 would have been available to meet the conversion of bonds and the subscriptions of employees, if the increased amount available for future issues had not been authorized.

"The increase in the capital stock authorized amounts to a license to keep on growing. No offer of stock is contemplated in 1923. An offer will be made only when the growth of the company's business calls for it and not until then. When a new issue of stock is made, the proceeds will be invested in additional plant to take care of the constantly increasing demand for telephone service, and this increased plant will produce additional revenues. It will be noted that notwithstanding the large new issues of the past two years, neither the property value nor earnings per share have materially changed in that period. The conservative financial policy of the past forty years which has made this possible will be maintained.

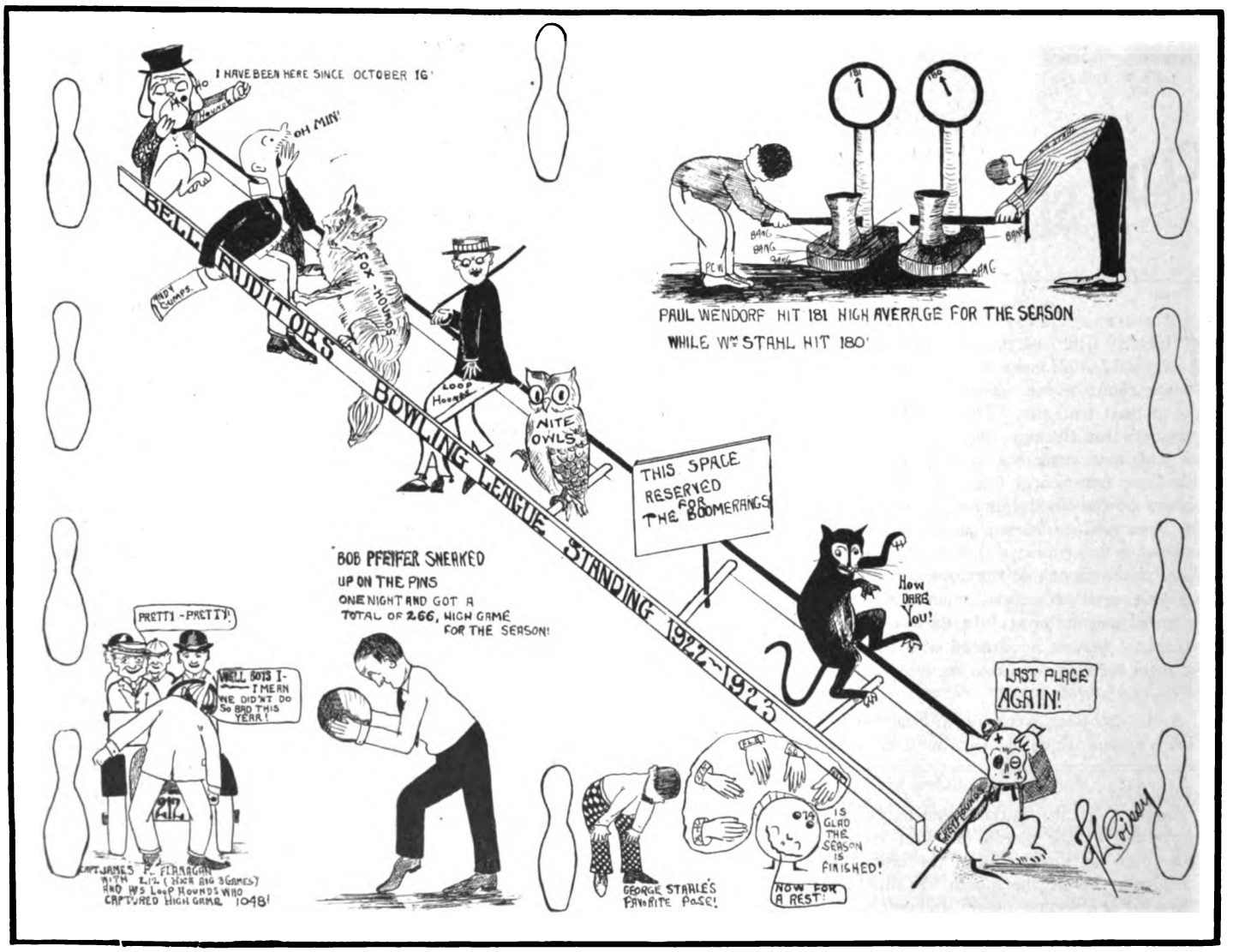
"The question has been raised as to how new issues of stock are likely to affect the dividend rate. They have not adversely affected it in the past; and for the reasons given, it would appear that they will not do so in the future.

"Below is a statement of the earnings of the company for the first quarter of this year."

Earnings Report

Earnings:	3 Months Ending Mar. 31, 1922	3 Months Ending *Mar. 31 1923
Dividends	$10,788,492.72	$12,401,664.21
Interest	3,116,224.20	3,192,704.66
Telephone Operating Revenues	15,443,368.38	17,885,106.59
Miscellaneous Revenues	43,602.28	103,612.12
Total	$29,391,687.58	$33,583,087.58
Expenses Including Taxes	9,272,833.00	10,298,787.65
Net Earnings	$20,118,854.58	$23,284,299.93
Deduct Interest	4,123,328.16	3,203,125.58
Balance	$15,995,526.42	$20,081,174.35
Deduct Dividends	12,493,992.60	15,096,786.72
Balance	$ 3,501,533.82	$ 4,984,387.63

*Subject to minor changes when final figures for March are available.



CARTOON INSPIRED BY THE FINISH OF THE BELL AUDITORS' BOWLING LEAGUE SEASON

Digitized by Google

OUR COUNTRY'S FIRST GREAT CRISIS

Powerful Personality of George Washington Saved United States from Disunion and Anarchy in Early Days

By A. T. Irwin

THE doctrine that our country is "going to the dogs," that our liberties are in danger or about to be extinguished, that moral and political character is becoming extinct, and other extravagant things of like nature, is and always will be popular with political orators and partisan writers of the alarmist type.

In a country like our own, with its thousands of every shade of political and religious opinion and exhibiting the extremes of poverty and wealth, there is bound to be discontent and unrest, and the exaggeration of such ideas as those above, either unconsciously or deliberately, will often create a picture of most depressing colors.

There is no better way, no surer way, of convincing one's self that the country is inherently sound than to contrast conditions today with those of some earlier periods—periods whose complete history has been written and whose lessons are spread open before us.

There is a rough similarity between conditions in this country today and those which prevailed at the very beginning of what is known as our federal or constitutional period. When George Washington became the first president of the United States, the country was just out of a long, bloody and expensive war. Not only the confederation of the states, as it was called, but the states themselves, were almost overwhelmingly in debt. Great numbers of men had recently been released from military service. There was general stagnation of business due to the closing of ports during the war. On the other side of the ocean very distressing conditions also prevailed. The French people were on the brink of the terrible revolution which, for almost a decade agitated the whole of Europe. Demands made to involve this country in the turmoils of Europe met with a great deal of sympathy among our people and it required the utmost strength and statesmanship to keep us out of the European whirlpool.

The situation just described is not dissimilar to that in which this country finds itself today, but today we need have no fear of the outcome. Ours is now almost the oldest government of a large body of people in the world. In the 134 years since our federal government was established every other great nation has had some sort of revolution or has radically changed its political system. In Washington's days we were the youngest nation, and we had many storms to face. In fact the crisis through which we passed following the close of the Revolution and continuing into the first presidential administration, was far more serious than that brought about by the World's War of 1914-1918, through which we are now passing. We came through safely then and we will come through safely now.

MAY DATES IN AMERICAN HISTORY

May 13, 1607—Jameston, Va., founded by the London Company (first permanent English settlement).

May 1, 1789—President George Washington begins executive duties. Was inaugurated the day before in New York.

May 8, 1846—Battle of Palo Alto; Taylor defeated Mexicans.

May 11, 1846—Congress declared war against Mexico.

May 2-3, 1863—Battle of Chancellorsville (Confederate victory).

May 5-6, 1864—Battle of the Wilderness (indecisive).

May 7, 1869—Pacific railroad completed.

May 10,1876—Centennial Exhibition at Philadelphia opened.

May 4, 1886—Anarchist riots in Chicago: seven policemen killed, eighty-three persons hurt, by dynamite bombs.

May 31, 1889—Broken dam in the Conemaugh Valley, Pa., flooded Johnstown, and destroyed 2,295 lives.

May 1, 1898—Commodore Dewey, with Pacific fleet, attacked and destroyed Spanish fleet of ten ships in Manila harbor, losing only a few wounded.

We told last month of the spilling of the first patriot blood at Lexington and Concord which aroused the colonies and served to make them, for a time at least, one people. This is not to say, however, that the Revolution did not have many sincere opponents among the colonists. There were thousands of influential people, particularly in New York, Virginia and the Southern states, who were entirely out of sympathy with the cause of independence and wished, more or less openly, for the success of the British arms. These were the Tories, and it was upon them that the British ministry and parliament depended to a great extent to influnece, in the final outcome, American opinion in favor of the old regime.

The stirring events of Lexington and Concord drew a large, but almost entirely unorganized, army into the vicinity of Boston. The British forces which had fought the colonists and had been obliged to retreat with heavy losses, were cooped up in that city under the protection of ships of war in the harbor. Gradually the Americans, bringing about a sort of discipline, organized an army out of the zealous, but untrained recruits. Finally on a day in June the two armies came together in the historic battle of Bunker Hill. This was the first regular engagement of the war, and while it was technically a British victory, it proved that the raw soldiers of the colonies could stand against the trained redcoats of England.

Washington in Command

The Continental Congress invited Colonel George Washington to take command of the Continental forces, and Washington, although declaring his belief that he was not fitted for the post, accepted the responsibility. He adjusted his affairs in Virginia as quickly as possible and hurried to Boston where, on a warm June day, he assumed command of the army which had just emerged from the battle of Bunker Hill. The old elm tree under which the new commander delivered his brief address still stands in historic Cambridge.

It is not our purpose to go in detail into the events of the long struggle which followed. Washington soon found it advisable to move his army southward and he took up a position on Long Island east of New York City. Here he was rather disastrously defeated and compelled to abandon New York. He marched his forces across New Jersey to the neighborhood of Philadelphia, but

Digitized by Google

was not able permanently to hold this position and Philadelphia likewise fell into the hands of the British. Then came the terrible winter at Valley Forge, where, for a time, the commander in chief almost despaired and is said to have contemplated giving up the struggle and recommending to the Congress that the British offers of peace without independence be accepted.

But the Congress had in the meantime issued its immortal Declaration of Independence and Washington, in the greatness of his soul determined to stick until death if need be. He kept his half frozen, half starved army together until spring when a gradual change for the better became apparent.

Battle of Saratoga

The British strategy called for the separation, if possible, of New England from the rest of the colonies. Public opinion in New England in favor of independence was stronger than in the south and it was hoped that if New England could be cut off, it would be less difficult to bring the remainder of the colonies to terms. Actuated by this hope, the British planned a campaign by which they would ascend the Hudson, seize the strongholds at Crown Point and Ticonderoga, penetrate Montreal and build a military wall across the colonies at their narrowest point. This move was defeated by Montgomery and Gates at the famous battle of Saratoga, in which the English General Burgoyne was entirely defeated and his army of 7,000 captured. This victory was the turning point of the war. It so encouraged the Americans that they kept up the struggle with fresh vigor and with gradually increasing success, until in October, 1781, Lord Cornwallis and his army found themselves surrounded at Yorktown by Washington's veterans, and with a French fleet under Count deGrasse facing them from the sea. Cornwallis surrendered and the British wisely decided to abandon the war. It was not until two years later, however, that the British government and the representatives of the United States agreed on a treaty of peace, which granted substantially all that the colonists had fought for. The boundary of the United States was fixed at the Atlantic Ocean on the east, the Mississippi on the west, the Spanish possessions on the south and the Great Lakes and Canadian border on the north—this border being definitely described.

A Critical Time

The war won, the question was, what next. The seven years intervening between the surrender of Cornwallis and the inauguration of Washington as our first president has been very properly called the critical period in American history. The colonists had won their freedom, but they were not united. Almost the moment hostilities ceased, jealousies between the states began to crop out. There was no government to meet the situation. It is true that a form of government had been adopted. An agreement had been made among the colonies under the name of "Articles of Confederation." These articles proved entirely inadequate, largely for the reason that the various states were left supreme in all of their vital functions. The congress which was provided for under the Articles of Confederation had no power to levy taxes. It could only requisition the states, the legislatures of which might assess and pay the taxes or not as they saw fit. But the most serious defect of this system lay in the fact that there was no executive power provided.

The country muddled along making little progress, threatened with civil wars, Indian wars and foreign wars. It soon became apparent to the wise thinking men of America that some better form of government must be found. Washington, Adams, Jefferson, Franklin, Hamilton, Morris, Jay and other great men of the time gradually, more or less spontaneously, entered into correspondence with a view to finding some sort of plan to bring order out of existing confusion. The result of this was a meeting of a few men in Philadelphia in 1787. At first, only three of the colonies were represented, but the few who came sent urgent messages to the other states with the result that after several months, a meeting, fairly representative of the entire country, was assembled. There was no definite plan. These men simply met together to discuss the situation, but the result has taken its place in the history of mankind as the most nearly perfect plan of government ever devised by man. We refer to the constitution of the United States under which, with a few amendments, we are living today.

Constitution Ratified

General Washington presided over the deliberations of the convention and by his dignity, wisdom, strength of character, moderation, and the great confidence which all felt in him, became the leading figure. The constitution provided that it should become effective when ratified by nine of the thirteen states. To Delaware, the second smallest of the thirteen, came the honor of first ratifying the new government. Delaware, therefore, is the oldest state in the union. Others came one by one, some of them reluctantly For instance, the state of New York, which by reason of the great port of the city of New York enjoyed great mercantile and maritime advantages over most of the other colonies, was slow to ratify, and it required the utmost persuasion on the part of Hamilton and the rest of the New York delegation to induce the New York assembly to accept the new instrument. But New York at length came in, as did Virginia, Massachusetts and Pennsylvania, the other three large colonies. Rhode Island, the smallest of the colonies, was the last to ratify, in fact, the government had fully begun to function before Rhode Island made up her mind. It is said that measures to force this little state into line were contemplated, but happily no such thing was necessary.

Washington First President

March 4, 1789, was the date set for the assembling of the first congress, and New York City was to be the national capital. So slow, however, was communication in those days and so difficult was travel, that it was not until April 6 that enough members of congress reached New York to form a quorum. Elections had been held in all the states and presidential electors, as provided for in the constitution, had been chosen. The electors had met in their respective states and cast their ballots. One of the first things congress did was to canvass this vote. It was, of course, no secret that General George Washington was to become the first president, and when the votes were counted it was found that every elector had voted for Washington. The vote for vice president was not unanimous, but John Adams of Massachusetts received a plurality and was declared vice president. Messengers were dispatched to notify Washington and Adams.

The great man of the Revolution and of the dark days of the critical period, had retired to his home on the banks of the Potomac when the deliberations of the constitutional convention were over. While it is probable that Washington felt that he would be the choice of the electors, he made no move until he was formally notified by the messenger of congress. He replied in dignified language expressing his regret at leaving his country mansion to reenter public life, but declaring he considered it his duty not to refuse. In a few days he started for New York. He had hoped to make this journey quietly and without ceremony, but the grateful colonists would not have it so. As he passed along through the pleasant April days the highway was lined with people. As his carriage traveled through Philadelphia white frocked girls strewed flowers in the roadway. He reached New York on the twenty-seventh and on April 30 the inaugural ceremony took place at the old city hall on Wall street where the sub-treasury building now stands. An immense multitude crowded the streets. The oath was administered by Chancellor Robert R. Livingston of New York. In a brief inaugural address delivered to the two houses of congress in the afternoon, Washington dedicated his full powers for the

Digitized by Google

next four years to the work devolving upon him under the provisions of the new constitution. At night there was a grand illumination of the city. The government of the United States of America was a fact. The first executive mansion stood upon the site of the present Custom House on Bowling Green opposite Produce Exchange. Here the government of the United States was administered for two years until the capital was transferred to Philadelphia.

Our First Administration

There have been many periods of stress and many severe crises in the history of our country, but probably no task ever undertaken by a president was so entirely unique as that which confronted George Washington on the first day of May when, the tumult and the shouting over, he found before him the task of putting life into what, up to that time, had been merely a plan. There were no precedents to guide him. No form of government like it had ever been devised. There had been democracies as far back as the days of Greece and there existed at the time of which we write liberal governments headed by monarchs and administered by cabinets reflecting the political opinions of the people. But never before had a government been set up in which an executive was expected to exercise large powers and authority for a limited term, and in no existing government was the line of authority between the legislative and the executive power so definitely fixed. The European systems were the outgrowth of centuries of precedent and habit. The American system was written out in full in the new constitution.

But no constitution, however perfect, could be expected to meet all possible situations. There were delicate matters of personal conduct to be considered. How should the president act toward the rest of the people? Should he assume the habits and manners of a king, or should he go to the other extreme and conduct himself like a most ordinary private citizen? Washington conceived that the presidential office demanded a certain amount of dignity and aloofness, but he decried all suggestions that he assume any of the prerogatives or adopt any of the habits of a monarch. He insisted on full recognition of his paramount position in all of the relations of his office with those of the state governments and with foreign governments. He would receive calls, but he would not return them. Foreign ministers must approach him through the medium of the secretary of state. If he traveled, the governor of the state must call upon him, not he upon the governor.

When the Revolution closed Washington was the idol of the army and a scheme to make him king had developed among his officers. Upon this Washington put down his foot promptly and firmly, as well as indignantly. He had fought to make his countrymen free, not to make them subjects to another monarch. When the inauguration was over there were many adherents of monarchy who hoped that the president would adopt the forms of the kingship with which they were familiar in Europe and many doubtless actually hoped that the kingship would continue. The new president gave no encouragement, however, to such ideas and no president of the United States, so far as known, has ever beguiled himself with such a hope.

When a new president drives up to the White House door on the fourth of March in the twentieth century he has behind him for his guidance the practices and precedents of nearly 140 years of our constitutional period. When George Washington sat down before his desk on the first day of May, 1789, he had nothing back of him whatever except a plan of government. There was no supreme court. There was no treasury department. There was no foreign office. There was no national currency. When Washington left the presidency eight years later, all these things had become fully established. There has been no period since to compare with it, nor can there be.

The first and most pressing need of the country was a stable, financial system, and to this end the government gave its first attention. Alexander Hamilton was made secretary of the treasury. He was a far seeing statesman. He set out on the principle that it is the moral duty of every nation, as well as every individual to pay its debts. Hamilton's first proposition was that the government pay every dollar of its foreign and domestic obligations in full, with interest. It was a stiff program, but congress agreed. A great deal of paper money of the Continental congress had passed into the hands of speculators at tremendous discounts. This, however, made no difference. The money was redeemed at face value and our dollar took on a character it has never lost. Even during the dark days of 1917 and 1918, when literally billions of dollars were being poured into the great war, the American dollar was the standard of value of the world.

Washington had been chosen president by the unanimous suffrages of his countrymen. He had no opponents; there was no campaign; there were no political issues. His selection was upon personal grounds. He was the man for the job. No other president has ever taken office under such conditions and it is unlikely that any person ever will. But while there had been no contest over the election of the first president, there had been a sharp cleavage of public opinion on the adoption of the constitution and it was over this point that the first political parties of the United States were formed. Those favoring the constitution became known as Federalists (although the word in its strict meaning would more accurately describe their opponents). Those opposed to the constitution were Anti-Federalists. The Federalists won, and although the constitution was adopted and this issue was closed, the names clung for a few years.

Early in Washington's administration it was seen that not only the people at large, but members of congress and men surrounding the president, were divided into two opposite opinions on another important point, growing out of the cleavage over the constitution. There was one party led, more or less definitely, by Hamilton which believed that the central government should be strengthened and that the state governments should be weakened. The opposite school of opinion was headed by Jefferson, the secretary of state, who from the first strongly upheld the rights of the states. It is said that Washington himself was neutral in this controversy—for controversy it soon became. It is believed, however, that Washington was more inclined to favor Hamilton's attitude than that of Jefferson. This cleavage of opinion formed the origin of the political party system in American affairs. The first political parties divided on this line. Jefferson resigned from the cabinet, gathered his followers about him, and a party was formed which was styled Democratic-Republican.

There have been many changes in political parties, but always throughout our history there has been one party which has stood for strong central government and for the strengthening of federal powers. Opposed to it has been another party advocating the lessening of the powers of the federal government and the strengthening of states and smaller communities. These have seldom been the issues upon which presidential campaigns actually have been fought, but in its essence the republican party of today is the same as the Federalist party of Washington's time, and the democratic party of today is the more or less direct descendant of Jefferson's Democratic-Republican party.

"Service"

SERVICE is the greatest thing in the human calendar. The greatest compensation that will come to you tomorrow or next year or the closing year of your life will be the consciousness that you have somehow been of service, either to your friends, your state or your common country. This is the greatest thing that can happen.—*President Harding.*

Digitized by Google

THEODORE N. VA
AWARD

(Photograph of M
publishe



ROBERT E. ALTMAN
Transmission Tester,
Chicago



FRANK W. LARSON
Carage Foreman,
Chicago



MISS ELVA M. HELBIG
Clerk, Chicago



LAWRENCE A. GARDNER
Line Installer, Chicago



ALEXANDER
KARPICK
Garageman,
Chicago



FRANK E.
OURADNIK
Auto
Mechanic,
Chicago



JOHN H. MADIGAN
Garageman,
Chicago



ALBERT G. BOYCE
Line Installer, Chicago



WILLIAM H. CUNNINGHAM
Line Installer, Chicago

Digitized by Google

MEDAL WINNERS
FOR 1922

Maud Henke will be
st month.)



CORA MAY WIEHLE
Chief Operator,
Chicago



STEPHEN R. HANNIGAN
Installer, Chicago



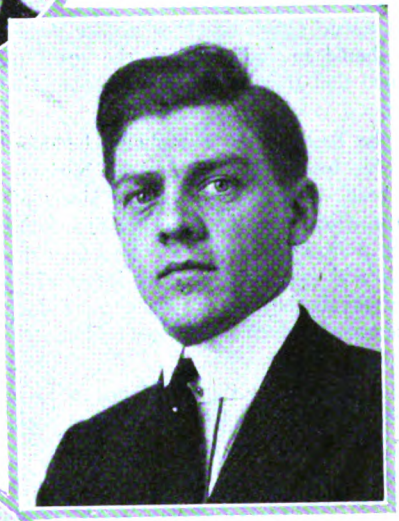


FRANK HEICHEL
Repairman,
Hammond, Ind.

BYRON W.
KALASTO-
BOKEN
Garageman,
Chicago



FREDERICK PAXTON
Lineman, Chicago



JOSEPH SKUDRNA
Garageman, Chicago



ASHLEY F. COLLIN
Auto Mechanic,
Chicago





SELBY H. HIRSCH
Auto Mechanic, Chicago

FRANCIS M.
JAMES
Exchange Re-
pairman, Chicago



PAUL E.
LUEBCKE
Line Installer,
Chicago

Digitized by Google

Bell Telephone News

Published Monthly by

ILLINOIS BELL TELEPHONE COMPANY

B. E. SUNNY, *Chairman, Board of Directors*
W. R. ABBOTT, *President*
F. O. HALE, *Vice President and General Manager*
B. S. GARVEY, *Vice President*
E. G. DREW, *Secretary*
W. J. BOYD, *Treasurer*
U. F. CLEVELAND, *General Auditor*
W. D. BANGS, *General Council*
J. L. SPELLMAN, *Publicity Manager*
A. R. BONE, *General Commercial Superintendent*
FRANK REDMUND, *General Plant Superintendent*
S. J. LARNED, *General Traffic Superintendent*
G. W. MCRAE, *Chief Engineer*

Issued by the Publicity Department

AMORY T. IRWIN, Editor
EVERETT E. FRIGANZA, Assistant Editor
BELL TELEPHONE BUILDING - - - - - CHICAGO, ILLINOIS

SUBSCRIPTION PRICE — Two Dollars a Year in advance, to all persons except employees of the Telephone Company.

Teach New Employees Safe Practices

NEW employees are constantly coming into our ranks and special consideration should be shown them in various ways. They should be imbued with the spirit of fraternity and be made to feel that they are closely associated with us in everything we do.

One of the first things that should be done to help a new employee get his footing in the telephone business is to show him how he can best work in a safe way. Many of these new men have had no practical experience in the field before this time and the first thing a foreman should do is to give them a good practical talk that will explain the safety ideals of our company and instill in their minds that they are a part of the safety organization. They should be given a complete outline of the rules regarding safe practices.

It would also be well for the foreman to question the new man as to what his experience in regard to accidents was in his former place of employment.

When he is taken out and actually put on the job, the danger points should be explained to him very carefully so that he can avoid injury.

Explain to him what the penalty of neglect would mean to him and to his family and show him that he will not only lose time from his work but may suffer a great deal of pain because of his negligence.

Soulless Corporations

IN THIS day and age, when there is so much hollering in certain quarters about "man's inhumanity to man," and the terrible treatment of employees by the large corporations, it is somewhat reassuring to read the facts contained in a certain document recently sent out for the perusal of the public. We have always believed that it is a paying proposition on the part of corporations to provide plans for the care of their employees, present and future. To see the concrete proof of this belief is gratifying. The document referred to is the annual report of the American Telephone and Telegraph Company, of which our own Bell company is a part. Here is a company so successfully operated that it paid in dividends last year about $53,000,000. Read some of the things the company did for its employees last year, and you will not wonder that 94,000 of these employees own and have paid for stock in the company:

December 31, 1922, there were 563 employees on the pension roll, averaging $51 a month. During the year the company paid out for sick benefit to its employees $2,853,627. By the adoption of stringent methods for safety, accidents were decreased fifteen per cent during the year, and yet the company paid employees on account of accidents almost a million dollars. Death benefits were paid amounting to $365,000. In this company there are 240,000 stockholders, and over 14,000,000 Bell telephone stations owned and connected. The story of its growth is perhaps the most interesting in the history of the world's physical and scientific progress in the last fifty years.—Editorial from *The Weekly News Digest*, Downers Grove.

One Telephone for Every Eight Citizens

AMONG the interesting facts recorded in the annual report of the American Telephone and Telegraph company is one showing how nearly nation-wide and nation-inclusive now has become the use of a means of communication which nobody had less than forty years ago—which most of us managed to do without until a time much less remote.

There is one telephone, it seems, for every eight inhabitants in the United States, including every man, woman and child. This means that practically every one of us—if we have the not very large price—can have a talk, ear to ear if not face to face, with practically any one of our 110,000,000 fellow-citizens old enough to talk. Not all are "subscribers" or the employees or relatives thereof, but nearly anybody can be summoned to somebody's telephone in case of need.

The company boasts that its service must be worth more than what it costs, because, without the slightest effort at salesmanship, it is not able to meet the ever more and more rapidly increasing demand for the facility it offers.—*Quincy Daily Herald.*

Telephone System Spends $680,000 a Day on Plant

IN various parts of the country some people have found that they could not always have a telephone installed as soon as they wanted it. They know that general business has been increasing; that the disturbances of war are not entirely outgrown, and that the telephone companies have been adding unprecedented numbers of new subscribers. Few people realize what this means in telephone construction.

For the past three years up to December 31, 1922, the Bell System has actually spent in additions to plant an average of $680,000 every working day. This does not mean going across the street and buying that amount of goods, but it means that each day over two-thirds of a million dollars are put into labor, manufacture and construction to meet the need of the public for telephone service.

Thrift

By Dr. Frank Crane

IT IS a common mistake to suppose that thrift means only saving money. Thrift means spending money intelligently as well as saving it. Thrift simply means that you know what you are doing, how much you are spending, what you have spent and what you are going to spend. Every person ought to keep strict account of his income and outgo. It is a matter of habit. When you get used to it, it is as easy as shiftlessness. Thrift is the road to contentment.

Edison Said

THERE is no truer test of a man's qualities for permanent success than the way he takes criticism. The little-minded man can't stand it. It pricks his egotism. He "crawfishes." He makes excuses. Then, when he finds that excuses won't take the place of results, he sulks and pouts. It never occurs to him that he might profit from the incident.—*Thomas A. Edison.*

Digitized by Google

PEOPLE WHO HELP MAKE THE BELL TELEPHONE NEWS

Twenty-two thousand persons, directly or indirectly, help make the BELL TELEPHONE NEWS. *Stories, pictures and suggestions come from the president and from office boys. They are received from all parts of our territory. And they are all welcome. We will tell about other men and women contributors in future issues.*

SOFT-SPOKEN, kindly, efficient and with a genuine desire to be of real service to his fellow workers, his department and his company, Paul Kington is one of the most valuable members of the staff of BELL TELEPHONE NEWS correspondents.



PAUL KINGTON

Mr. Kington has been the BELL TELEPHONE NEWS correspondent for the building division for a number of years and as such, has handled and written much of the material appearing in the Weekly Supplement from the department of buildings, supplies and motor equipment. But while Mr. Kington's job as correspondent has been confined to his own department, he has helped the News in many ways by suggestions to his brother correspondents in the other divisions. At different times he has contributed articles, pictures and suggestions, notable among which were "How Gottlieb Gobb Handled a Move Order" and "When and Why the Flag Is Displayed."

Mr. Kington started with the company in February, 1910, in the building division, in a supervisory capacity over a force of house service employees. Since then, he has handled many jobs in the building division and today his work is departmental in breadth and of a personnel character.

Besides his activities with the company, Mr. Kington's chief interest is his home in Des Plaines, and one of his chief interests around his home are roses and Kentucky wonder beans which he intends to raise this season. Speaking of the latter, he says, "A caller at the house at the right time might enjoy a wonderful sample." Like many other people nowadays, Paul is "interested in radio," but unlike most he does not boast of the distant towns he has "picked up" for as yet he says he hasn't a set.

What They Thought of the Telephone Thirty Years Ago

IN June, 1893, the Greensburg, Ind., high school graduated a class which numbered among its members John C. Bone, now of the Illinois Bell Telephone Company, surburban plant department, Chicago. John's father, Alfred R. Bone, operated a telephone system in Greensburg as a Bell sublicensee, so John's natural choice for a subject for his graduation paper was the telephone. In thirty years the ideas of the public concerning the telephone have changed greatly so that many of the explanations given in the paper seem humorous today and the feats spoken of but small. The paper says in part:

"Hello! Hello!! Millions of voices are echoing and reëchoing those words every minute in the day and every day in the year, those words spoken into an ingenious little instrument and carried over countless miles of wire form the basis of a vast amount of the world's business of these modern days. How marvelous, yet how simple are the works of man!

"Great delusions exist concerning the telephone. Many people compare the electric telephone to the mechanical one, where the sound simply follows the wire in sound vibrations. Often in putting up a line people will examine the wire to see if there is not a hollow through which the sound passes. Boys will spend hours throwing at a line, thinking that when they strike it a signal will be heard at the central office, or that a bell will be sounded. Some grown people know no better.

"The work of building and operating long distance lines is being pushed rapidly. You have all heard of the recently built line connecting Chicago, New York and Boston, or 'the thousand mile telephone.' All the larger cities of the east are connected. Already a map of the long distance lines looks like a map of a huge railroad system. Nine dollars for a five-minute talk over a long line seems an enormous sum, but to send as many words over the telegraph as you would speak by 'phone in five minutes would cost much more. A man in Chicago used the telephone to New York and for one message paid $66. The next day he ran up a bill of $120, again talking to New York. This seemed extravagant, but by this easy means of communication he closed a deal which netted him $1,200. So much for long distance telephoning.

"Indiana is not far behind in long lines. Telephone messages can be sent to almost any town in the state. Soon our neighboring town, Vernon, will be connected with Greensburg and the rest of the state by telephone. Then soon a line from Cincinnati to Chicago will benefit the business of our little city.

"There is one rule of all telephone companies that should never be disregarded. When through talking always 'ring off.'"

Teaches Wife First Aid: She Saves His Life

PRESENCE of mind and a knowledge of first aid methods enabled Mrs. F. L. Stanley to save the life of her husband, a patrolman for the Texas Power and Light Company, after he had been rendered unconscious by a discharge of 60,000 volts, says the *National Safety News*.

The accident occurred on a lonely road fifteen miles from Dallas. Patrolman Stanley, wishing to measure the distance of a high voltage conductor from the highway, threw a linen tape, which he supposed was a non-conductor, over the wires. The tape, however, had very fine metal threads woven into it and Mr. Stanley was stunned by the discharge, his left arm and both feet being badly burned. Mrs. Stanley, who accompanied her husband on the inspection trip, turned him over on his stomach and applied the prone pressure method of resuscitation. As soon as he had recovered consciousness, she helped him to the automobile. Mrs. Stanley had never driven a car before, but with her husband's directions she managed to drive two miles to the nearest town where she telephoned for an ambulance. She then collapsed from the terrible strain.

Mr. Stanley owes his life to the courage and presence of mind of his wife and to the methods of first aid taught at the safety meetings of the Texas Power and Light Company. Every patrolman was examined as to his knowledge of the prone pressure method and all were recommended to teach the method to their wives who frequently accompany them on their trips. Patrolman Stanley did so, little realizing that his life would soon depend on it.

Mrs. Stanley has been recommended for the Samuel Insull Medal, which is awarded for life saving by resuscitation.

The telephone company's safety bureau has frequently called attention to the danger of using linen tape lines or rope reinforced with fine wire. In our company, however, none of the above mentioned tape or rope is carried in stock or purchased, and care should be taken that none of these articles, reinforced by fine wire, are purchased in the open market in case of an emergency. This style of tapeline is not, under any condition, issued by our supplies department, according to our present set-up.

Our company is providing ways and means of instructing in first aid methods to employees who will devote their time for the course. The individual, receiving such instructions, will be in a position to teach the entire family or the families of his friends.

Digitized by Google

A PAGE OF PLANT, TRAFFIC AND COMMERCIAL FOLKS AT ELGIN.



Offices of the traffic department.
In the picture are shown, left to right—Miss E. Carlson, G. L. Baker, Miss D. Ferris, W. C. Cloyd and Miss M. Mackh.



Group of plant men.
Left to right—Harry Kuhn, Oscar Holmgren, Herman Peterson and Albert Marchoff.



Elgin plant crew.
Left to right—F. Schroder, R. Bush, F. Halpin, S. McIntyre and J. Ginnell.



Plant group snapped at the Elgin store room.
Left to right—W. Mann, J. Casson, F. Wilkins, J. French, E. Schurig, E. Ryan and J. Goode.





W. I. Bitzer, at desk; R. C. Kremer, standing; Doris Beacon and C. R. Thompson, at test desk.

Back of the rail of the Elgin Commercial Dep't'mt. Left to right—Roy L. Sharpe and H. J. Baumann.

At the counters, left to right — Jeanette Geddes, Bernice Myhre and Esther Koehler.

At desks, left to right—Gladys Holden, Verna Jordan and Vera McKenzie.



Ernst Hazen.

Digitized by Google

WHERE A MILLION WATCHES A YEAR ARE MADE

Elgin Famed For Dairy Products and Timepieces

THE name Elgin, whatever its origin or possible meaning, has come to be a synonym for good butter and good watches; and the enviable reputation of the City of Elgin in these two particulars alone has been acquired only after years of consistent effort built on quality.

Of course, Elgin has hundreds of other industries of importance and of varied character, but the world knows the city best through these two lines of endeavor.

For many years the cheese and butter markets of the country have figuratively kept their ears to the ground that they might hear what Elgin had to say, and move accordingly.

Few of us today are able to remember the time back of Elgin's supremacy, say, for instance, back when Herkimer county, New York, or later the Western Reserve counties of northern Ohio, each in their turn, justly claimed honors as the butter and cheese centers of the United States.



MISS MARIE METZGER
Chief Operator at Elgin

But "Westward the course of empire took its way." The Fox river valley, phenomenally fertile over its entire course, was particularly well adapted to the raising of cattle and the fodder necessary therefor.

To these natural advantages, add the value of its proximity to a great local market in Chicago, but thirty-six miles or one hour away, which not only demanded large quantities of dairy products, but also bidding for non-productive stock for slaughter, and it is little wonder that Elgin became a "big wonder" and rose to eminence as a dairy center.

Still, these circumstances alone would not have brought Elgin to the front. It took the added push and farsighted vision of its farmers and merchants, who were not slow to see and take advantage of the condition, and of which there is abundant proof in the resultant prosperity of the city and surrounding country.

To Elgin belongs the credit of introducing sanitary methods in the handling of milk. Forty years ago, long before the enactment of national pure food laws, Elgin was profiting by milk sanitation. Sanitation! That's the word, but at that time the word was little used and less generally understood.

For this fact, we are indebted to one of our own employees who knows and speaks with the impartiality of one who has never lived in Elgin or had anything to do with the cheese and butter business.

He tells us that in 1887-8, he installed electric lights in one of Elgin's milk factories and while there was astonished to learn that the same factory spent at least one third its time in cleaning and scrubbing.

Floors and benches were never allowed to wear out with ordinary use. On the other hand, they were "scrubbed out."



J. H. CONRATH, COMMERCIAL MANAGER AT ELGIN

In those days, such procedure created a profound impression on our informant who had been born and brought up in the cheese and butter country of northern Ohio, where cleanliness had been secondary to quantity.

They had found out that the Martin Luther idea of cleanliness being next to godliness was also closely connected with profit and permanent prosperity.

Elgin seems to have been guided always by the spirit of doing the right thing at all times.

Many of our readers may be surprised to learn that the third mayor of Chicago was perhaps more than any other single individual, responsible for the earlier development of Elgin.

The full story of B. W. Raymond as mayor of Chicago and booster of Elgin is extremely interesting, in fact, it is romantic and the shortest history of Elgin would be incomplete without reference to Mayor Raymond.

He came from the east in 1831 on saddle and sole, and brought with him by ox team a supply of goods, for he had set his mind on becoming a Chicago merchant. Arriving in Chicago, he found it was a hotbed of speculation. Wild cat money was in abundance, with some of it about as valuable as hand bills. Such conditions were well calculated either to make or break men, and Mr. Raymond with his thrift and determination, came out unscathed—on top.

He was elected mayor of Chicago on the Whig ticket (which, by the way, is now a dead political language).

In 1839, there was a big fire that swept away most of Chicago's business district, including the only bridge to the northside, which was at Dearborn street.

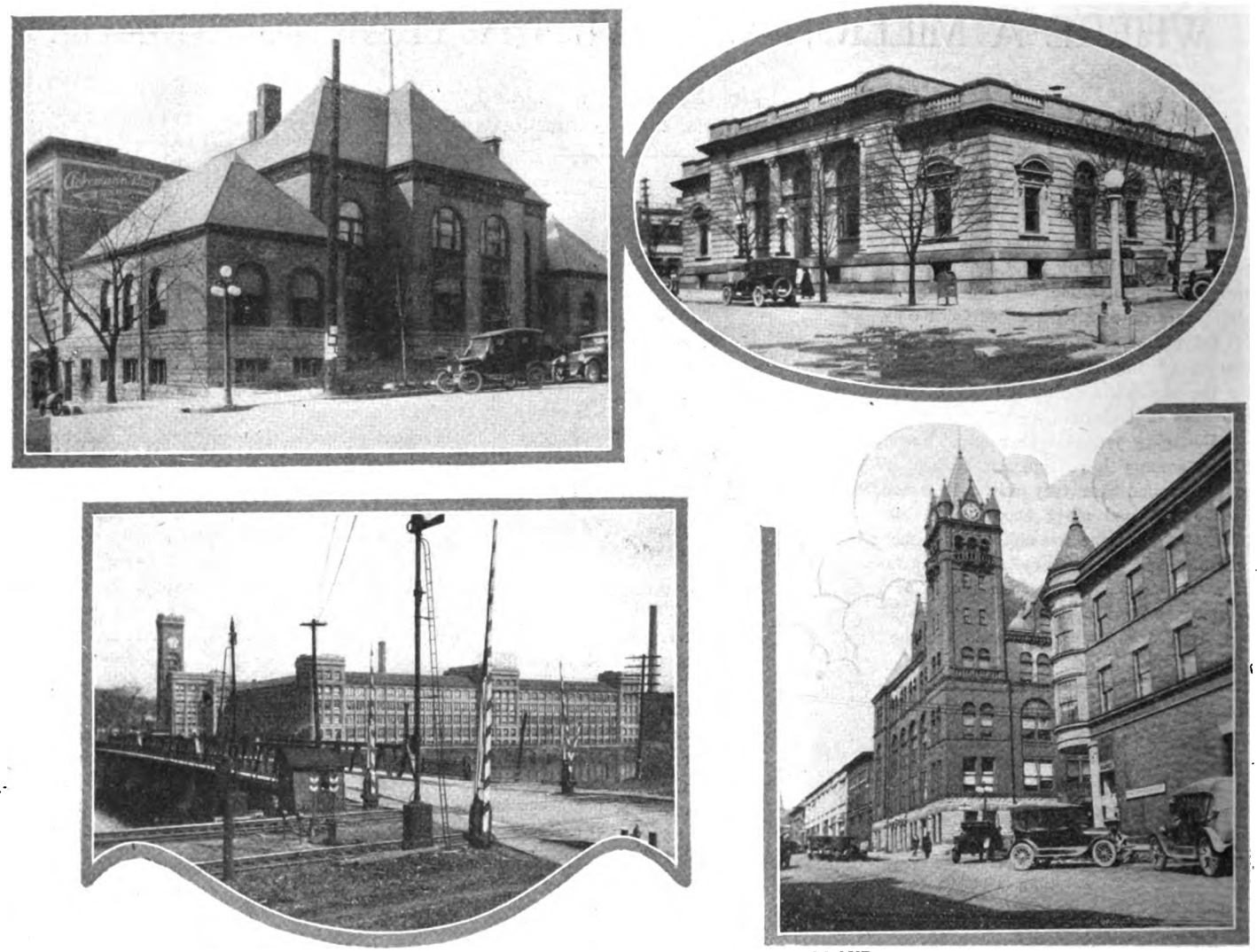
Contrary to general expectation and his own financial interests, the mayor put forth every energy and at once rebuilt the bridge, which we mention as a character picture to show that Mr. Raymond was above petty selfish ideas.

At about this time the sale of the Fort Dearborn reservation was the subject of star chamber discussions in Washington. The public spirited mayor attempted to prevent this transaction and hurried to Washington to interview President Van Buren on the subject, hoping to enlist his aid in the fight.

Mayor Raymond was told the matter would be taken under advisement, but with a plea of "pressing need for funds," the sale was made. However, he was able to save the present Grant Park and Dearborn Park—the block now occupied by the public library, and the extra width to State street.

Perhaps you are wondering why we write so much of Chicago and Mayor Raymond. What has this to do with Elgin? Much, for this man, B. W. Raymond, is the selfsame man that built

Digitized by Google



A GROUP OF BUILDINGS OF WHICH ELGIN IS PROUD
Upper left—Elgin Public Library. Upper right—United States Post Office. Lower left—Factory buildings of the Elgin National Watch Company. Lower right—Elgin City Hall.

the Galena Railroad (now the Galena division of the Chicago & North Western) and later put his name "B. W. Raymond" in watches as a guarantee of quality.

While mayor of Chicago, he had invested in Elgin real estate, and it was he who negotiated for the sale of the bonds to complete the railroad to Elgin, partly, of course, to help his investments, but in general to improve the territory.

It was he who built the first Elgin woolen mills, the tannery, the foundry and for some time he conducted the leading store in the city.

At this point Mr. Raymond became the real Elgin builder. It is given to few men the opportunity and ability at the age of sixty to start a manufacturing industry and bring it to a successful issue. With Mr. Raymond the standardization of watch sizes and their manufacture with automatic machinery had become a hobby. In 1864 he organized the National Watch Company at Elgin. Three years later he held in his eager hand the first Elgin watch.

Today the company Mr. Raymond started enjoys the enviable record among American industrial concerns of never having required reorganizing. It has an annual production of 1,000,000 watches and employs 3,600 persons.

The watch company employees and their families constitute a large portion of Elgin's 40,000 population. But, as has been mentioned, there are many other industrial activities, and the newspapers, banks and mercantile establishments are first class. Also there are scores of residents engaged in business in Chicago and "commuting" each day.

Telephone service in Elgin is rendered by an efficient corps of men and women of the Illinois Bell Telephone Company. District Traffic Manager W. C. Cloyd and his assistant, George L. Baker, have their offices there. The traffic force of sixty employees is in charge of Miss Marie Metzger, chief operator. There are twenty positions for handling local calls at the switchboard and ten positions for toll. More than 6,500 subscribers are served through the Elgin board.



MISS ALICE FOSTER
Elgin Night Chief Operator

Also located in Elgin is J. H. Conrath, commercial manager, and W. H. Nish, chief clerk in that department.

Plant department operations are in charge of W. I. Bitzer, plant chief, under whose direction there are fifty employees at the central office and on outside work.

Digitized by Google

JUST GIRLS, AND THEY ALL HELP GIVE GOOD TELEPHONE SERVICE IN HUSTLING ELGIN.



A group of operators. Left to right—Misses A. Janaes, L. Westberg, N.Smith, I. Metzger, B. Weeks, K. Fitzpatrick, M. McNett, T. Bach, B. Kevern, B. Kamp, I. Nash.



More operators. Back row—Misses R. Merz, D. Rasmussen, G. Jacobsen, M. Martindell. Front row—Misses E. Prigge, H. Roche, C. Butler.



Still operators. Front row, left to right—Misses G. Myhre, G. Simons, H. Merritt, A. Erlach, F. Campbell. Middle row, left to right—Misses L. Helm, R. Thompson, M. Conro, H. Casson, G. Fleming. Back row, left to right—Misses B. Farrell, E. Wrona, E. Benson, A. Radloff, M. Spiro, C. McGarry.



Above—Operators again. Back row, left to right—Misses M. Vollman, G. Stringer, V. Petersen, D. Beacon, M. Brown, G. Huckstedt. Front row, left to right—Misses M. Kimball, H. Hollingshead, A. Knox, L. Stolt, M. Schmidt, B. Seiger.

At left—Lunch room. Mrs. Nielson, matron, standing.





Elgin switchboard.



Elgin toll board.

Digitized by Google



WHAT THEY SAY ABOUT US

Here Are Some Letters Received by the Company



WHEN Dr. Frank Wright of Chicago made an urgent call for a taxi some time after twelve o'clock on the night of March 12, while a heavy snow storm was raging and traffic abnormally heavy, Mrs. Anna Coleman, an Oakland operator, answered his call. After the subscriber had identified himself as a doctor, Mrs. Coleman stayed on the line and called numerous taxi stations until one was reached and a cab obtained. Later, Dr. Wright wrote the following letter:

> This morning, about one o'clock, your operator number 4964, on duty at the Oakland exchange was instrumental in saving the life of one of my patients who was having an acute heart attack, by keeping the wires hot until a taxicab was secured, making it possible for me to arrive in time to meet the emergency.
>
> In all my experience I have never had such wonderful help from any of your employees as she rendered, nor do I know of any case in which it was more urgently required.
>
> Will you kindly see that the enclosed check is tended her as a slight token of my appreciation?

Mrs. Coleman was commended in a recent letter by a *Tribune* reporter, as quoted in the March issue of the BELL TELEPHONE NEWS.

From the editor of sports, L. H. Weller, of the *Canton Daily Ledger,* comes the following letter, addressed to J. H. Barlow, district traffic chief of Champaign:

> I wish to thank you for the splendid coöperation and fine service we received during the state basketball tournament.
>
> There were 1,000 people at this end of the wire, all depending on us to deliver first hand returns. We did it nobly, but only through the excellent service rendered by the telephone company.
>
> We could not have asked for better service than we received from your operators. Please thank your operators that handled those calls for us.

The basketball tournament referred to was between the state high schools and was held at the University of Illinois, Urbana, on March 15.

A. Bennard, superintendent of passenger service of the Illinois Central Railroad, commends the service of Mrs. Rosalin Morrissey, night operator at Harrison, as follows:

> I am taking this opportunity to extend our appreciation for the efficient service rendered by your operator No. 6943 of the Harrison exchange on March 18, between 10:30 p. m. and 11:15 p. m. as during this time, on account of the severe storm it was necessary to make numerous calls getting men to work, and the service given by her was 100 per cent.
>
> I trust that you will advise her of our appreciation.

Holmes Forsyth, president of the Curtain Supply Company, Chicago, says:

> This is really my first opportunity to thank you for the prompt installation of our switchboard and telephone service at our new quarters, 355 West Ontario street. Your Mr. Olson was very courteous and efficient, and spent sufficient time with us to give our switchboard operator such assistance as was needed in the use of the new board.
>
> As it would have been a very serious matter to us to have been without service even for a few hours, we feel most appreciative of your kindness in the matter.

Milton S. Plotke of Plotke and Grosby, a Chicago real estate firm, heard of many satisfactory installations made by I. J. Sweeney of the division plant engineering department, and wrote Vice President F. O. Hale the following letter:

> We have heard so many agreeable comments from our tenants in regard to the promptness and satisfactory manner in which their telephones have been installed, that it occurs to us that the management of your company might be interested in having called to your specific attention the great amount of courtesy and high degree of efficient service which we have received from your representative, Mr. I. J. Sweeney of the division plant engineering department.
>
> We are one of the largest building operators on the north side and have constructed many apartments and stores for the past few years. We have had little or no trouble in getting our tenants' 'phones and we are confident that Mr. Sweeney has helped us to make this possible. We are exceedingly grateful and take this means to express our sincere thanks to the Illinois Bell Telephone Company.

The service rendered by Miss Catherine Claus, Harrison supervisor, to C. L. Welch, manager for Fairbanks, Morse and Company is told in the following letter by Mr. Welch:

> Today an emergency arose whereby we wanted to get in touch with one of our erecting engineers in the quickest possible way. We had his telephone number—Evanston 7487, but "The line has been temporarily disconnected," was the advice we received from the Central operator. I called the manager's office, and after briefly trying to impress upon her the seriousness of the situation with which I was confronted, she assured me that she would do her best. She did!
>
> In this instance I want to bring to your attention, Miss Claus, supervisor at your Harrison exchange, 520 Federal Street.
>
> If ever a person was deserving of praise for rapid brain work, efficiency and 100 per cent coöperation, she is entitled to a heaping measure. I have written her today, and in a weak way tried to thank her for her able assistance.
>
> A certain municipality's pumping equipment suddenly went out of commission. The town was at the mercy of fire or other trouble which can quickly happen when the water supply is low. Miss Claus immediately sized up the situation and acted. Our engineer is on the job, thanks to her "sticktoitiveness," and I talked with him in less than five minutes after the call came in. I hope that the above is as gratifying to you as it is to this company and the writer.

James Beckett of the Sinclair and Valentine Company has this to say about long distance service:

> I have many times, probably without cause, kicked inwardly and outwardly on the telephone service.
>
> Last night, from the Illinois Athletic Club, I called San Francisco, and the connection was so perfect that one could have imagined it was a local call.
>
> I have, many times, talked over the 'phone long distances, but never with such success as last night, and so I want to congratulate you.
>
> In the meantime, I will endeavor to be more tolerant when the operator connects me with the wrong number.

Miss Eunice Lyons, all night operator, handled this call.

Miss Anna Gibbs, commissioned manager of the Huntly office, received this letter from a subscriber:

> We are glad the telephone is fixed again as we were lost without it after being so used to it all the time. We didn't get mail for several days during the blizzard, so it seems we were cut off from the world entirely.
>
> I want to thank you for your promptness in answering our ring. Whenever we have had to call the doctor it seemed we had him in an instant.
>
> Our baby is three months old today and weighs fifteen and one-half pounds, and while writing this check I was thinking how good you were that morning at four o'clock, so thought I would let you know we appreciate it very much. Thanking you again, and wishing you a happy Easter.

Dorothy G. Shanks, a Libertyville subscriber, says in a recent letter in which is enclosed a check for the regular monthly telephone service, "I also wish to commend the exceptional service of your long distance operators". It has been impossible to obtain the name of the operator referred to, but the following Libertyville toll operators were shown the letter and complimented: Gladys Suydam, Marie Andrews, Verlie McLean, Clara Gosswiller, Elsie Morris, Martha Anderson, Frances Cole and Madge Fredricks.

Mrs. W. A. Todd, a Chicago subscriber, in telling of a re-

Digitized by Google

cent change in the location of her telephone instrument says in part in a letter:

> The work was handled in a very satisfactory manner and I wish to call your attention to the lad that did the work. I assure you he carefully planned to conceal the wires, also regarded wood work and showed plainly he was unusually interested in doing good work—pleasing the patron as well as the telephone company. The results—satisfaction on my apart.
>
> He is not aware I am writing you and I have inquired of others the proper person to report to. He impressed me as a young man needing and earning recognition. If in any way I could be of further or more personal aid, I will be very glad to hear from you further.

R. G. Ostrand was the installer referred to.

Miss Gerald Hill writes the following:

> As secretary of the Central Presbyterian Church of Chicago, I wish to call your attention to the excellent service we have received from your operators. Some afternoons I make as high as thirty or forty calls and I can report nothing but courtesy and excellent service. This service has continued through quite a long period as I have been in the church office for nearly two years.

President Abbott has recently received a letter from three subscribers stating that they were exceptionally pleased with the manner in which C. L. Waltz, a Chicago commercial agent, handled their complaint growing out of the use made of a four-party line by another subscriber.

Mrs. Rebecca D. Manahan, chairman, and William R. Geister sent this letter to the Elgin telephone office:

> The precinct chairman and others in charge of headquarters of the seventeenth precinct wish to express their appreciation of the courteous and efficient service accorded them by the telephone operators.
>
> In the midst of the hurry and confusion of one of the most strenuous elections in the history of Elgin, such service was doubly valuable, and so we are glad to emphasize the words **We Thank You!**

Quincy traffic federation girls tried to bring some Easter happiness to Quincy orphans. How well they succeeded may be shown by the following letters. The first is from the Woodland Home for Orphans and Friendless.

> Woodland Home is indeed grateful to the "Telephone Girls" for their lovely contribution to the children. The bunnies and colored eggs will go a long ways toward making a happy Easter for the kiddies.
>
> The ladies of the Board desire me to thank you for your kindness.

The other letter comes from the St. Aloysius Orphan Society.

> In the name of the little orphans, the good Sisters, and the Orphan Society, I am authorized to thank you for the colored eggs you so generously donated to the home.
>
> May the good Lord in His own generous way bless and reward you, is the wish and prayer of all connected with the institution.
>
> Sincerely thanking you again for your kindness, I remain fraternally yours in charity.

In commending an operator for aid given during a fire, Mrs. John L. Peterman, a Sunyside subscriber says:

> I am taking this means to express my appreciation for the quick action of one of your operators. On Saturday evening, April 10th, a fire broke out in my home, and the 'phone was in the room where the fire started. It meant quick work to call the fire department, and as I was alone, I had to do it, and the one answering could not understand me. The operator came in on the line at the flash which I gave her, and took up the call, and I heard her give my number clearly and distinctly to the department. Then I could do other things necessary, knowing that she was attending to that part for me. I am glad to say that the fire was extinguished without much damage. Kindly express to Mrs. Marie Hiedelmeir (authority number T. 11) my sincere thanks for her assistance and I shall write her a letter as soon as I have a moment's time.

B. B. Reingold, resident manager for the Goldwyn Distributing Corporation, writes to the company commending Mrs. Myrtle Trudelle, a long lines supervisor, for her assistance in handling an important call to Des Moines, Ia.

Miss Ethlyn Rump, P. B. X. instructor, has received a letter from H. A. Jaeger, office manager of the Bowman Dairy Company, expressing his thanks to Miss Rump and Miss McCornick for the interesting two hours he spent in going through several telephone offices in the Main building.

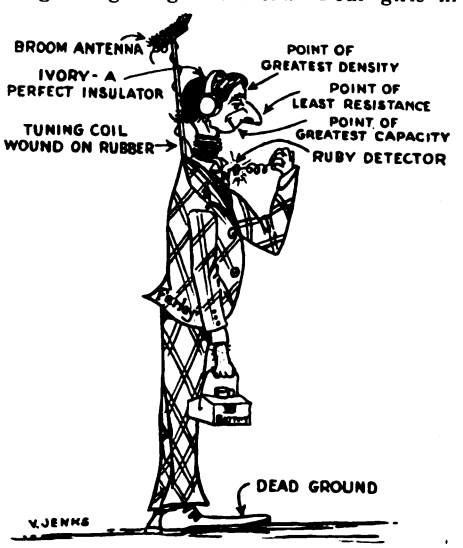


Rats Protest Intrusion of Telephone Cable

LOOP rodents don't like to have telephone service cable pulled through their apartment, as any construction man who worked on a recent change in the Art Institute cable can testify. On March 27, a fifty-pair cable was pulled through the lateral of the Pullman building to take care of the service in the Art Institute in connection with the machine switching cutover. After the cable was cut in and while the final test was being made, about eighteen pairs were found fo be open. H. H. Krueger, foreman and M. Grund, a supervisor, "smelled a rat," so a new section of cable was put in place the next day. Several days later, when the old section was pulled out, various size holes were found to have been gnawed in the cable by an indignant rat family who didn't like to have their main living room disturbed by a telephone cable.

Watch Out for Plugs

"STRUCK in eye with cord" and "stuck hand on pencil" are two entries which appear a great many times each month on personal injury reports. During the month of January, city traffic division No. 2 and the Illinois traffic division were the only two to go through without any of these accidents being charged against them. Four girls in city traffic division No. 1 were injured with cords or plugs and two with lead pencils. The long lines traffic division had one cord accident and the suburban one pencil accident. During the month of February a better record was made, all of the divisions going through without any of these accidents with the exception of city traffic division No. 2, which had one.



THE RADIO FAN
—as pictured by our cartoonist in the Suburban Division.

Digitized by Google

SERVICE COMMITTEES IN TRAFFIC DIVISION No. 3

THESE COMMITTEES ARE COÖPERATING WITH THE MANAGEMENT IN EFFORTS TO IMPROVE THE SERVICE AND TO MAINTAIN CORDIAL RELATIONS WITH SUBSCRIBERS.



Aurora Service Committee

Top row, left to right—Miss Alice Jones, H. A. Peterson, District Traffic Manager, Joliet District; Miss Margaret Carpentier, D. C. McGinnis, Assistant Traffic Manager, Joliet District; Miss Mable Solger.

Bottom row, left to right—Miss Camilla Gorman, Member of Joliet District Employees' Federation, Secretary of Service Committee; Miss Sylvia Bushnell, Mrs. Mary Grimsley, Secretary of Joliet District Employees' Federation; Miss Mae McVicker, Chief Operator; Miss Margaret McVicker.



Elgin Service Committee

Top row, left to right—Miss Mabel Colville, W. C. Cloyd, District Traffic Manager, Elgin District; Miss Ruth Thompson.

Bottom row, left to right—Mrs. Harriet Hollingshead, Miss Eleanor Prigge, Miss Bessie Farrell, Central Office Instructor; Miss Marie Metzger, Chief Operator.



Chicago Toll Room Service Committee

Standing, left to right—Miss Pauline Schoch, Miss Josephine Dore, Miss Helen Hunt, Miss Lillian Pfeifer, Mrs. Hildegard Forney, R. N. Patchen, Mrs. Mabel O'Hara, Miss Agnes Just, Miss Mary Foley and Miss Mamie Anderson. Seated, left to right—Miss Catherine Gary, Miss Ella Hamsing, Miss Clara Merkel, Miss Sarah Crane, Miss Angela O'Connell and Miss Adelaide Wolfsmith.



Evanston Service Committee

Top row—Mary Swanson. Middle row, left to right—Josephine Stauber, Mary Koester. Bottom row, left to right—Helen Schwall, Vice Chairman; Mrs. Laura Wilson, Chairman; Margaret Luder, Secretary.

Digitized by Google



At left—Oak Park Service Committee.

Standing, left to right—Miss Lillian Bill, Miss Hilda Justine, Miss Mable Ristau, Vice Chairman; Miss Estelle Dunkman, Miss Ruth Dundan, Miss Vivian Wise, First Alternate; Mrs. Elsie Crowe.

Sitting, left to right—Mrs. Frances Tetrow, Secretary; G. C. Leekley, District Traffic Manager, Oak Park District, and Chairman Oak Park Service Committee; Miss Corrine McDonald, R. H. Brooks, Assistant District Traffic Manager, Oak Park District; Mrs. Georgianna Krausfeldt, Chief Operator, Oak Park District.



Below—Hammond Service Committee.

Standing, left to right—George B. Davenport, District Traffic Manager, Harvey District; Miss Emma Strodtbeck; Clara Senzig, Josephine Ward, William A. Swanson, Assistant Traffic Manager, Harvey District.

Sitting, left to right—Edna Smallman, Sarah Pease, Katheryn Meredith, Chief Operator, Hammond District; Almira Engler, Ursa Poole.



Above—Joliet Service Committee.

Top row, left to right—Miss A. Tully, Chief Operator; Mrs. M. Hoye, H. A. Peterson, District Traffic Manager; Miss E. Nealis, Federation Representative; Miss L. Schmitz.

Bottom row, left to right—Miss M. Gottschalg, Miss M. Sullivan, Miss E. Hanson, Miss A. Peart, Vice-Chairman.



At right—Gary Service Committee.

Front row, left toright—Mary Davis, Jean Daisy, Mary Collins, Kathryn Doyne, Chief Operator; Alice Loftus.

Standing, left to right—W. A. Swanson, Assistant District Traffic Manager; Minnie Delph, Irene Stevens, Grace Mahns, G. B. Davenport, District Traffic Manager.

Digitized by Google

Death of John P. Driscoll

JOHN P. DRISCOLL, general foreman of P. B. X. installers in the installation section of the maintenance department, Chicago, passed away on April 9.



JOHN DRISCOLL

Mr. Driscoll was born in Ottawa, Canada, September 3, 1866. He had suffered from periodic attacks of heart trouble for nearly two years and had been absent from his work on account of his last illness just one year. He was laid to rest at Mount Carmel Cemetery on April 12. The hundreds who attended the funeral ceremonies, both at the church and at the grave, testify to the very large circle of friends which he had.

Johnnie, as he was familiarly known by his fellow employees and other friends, came to Chicago during the World's Fair. He entered the employ of the Chicago Telephone Company at that time and entered immediately into P. B. X. installation work, his first jobs being in the Union Stock Yards. Since that time he has been continuously with the telephone company either in private branch exchange installation work or in building cabling work. He had many sterling qualities which identified him as one of the best known and best liked employees of the company. Not alone was he well known and liked by his fellow employees but by subscribers throughout the city. Probably his greatest outstanding attribute was his devotion to his work and fellow employees. An evidence of this is the fact that of his three brothers and four children all but one have at one time been employed by this company, and at the present time two brothers and three children are in the employ of the maintenance department.

Johnnie was a charter member of the Telephone Pioneers of America and took a great interest in the activities of that organization.

Humboldt Supervisor Passes On

FOLLOWING an illness of almost a year's duration, Miss Estelle Golato, a Humboldt day supervisor, died on February 15. The funeral service was held at Saint Hedwig's Church and interment followed at Saint Adelbert's Cemetery. Many friends of Miss Golato from Humboldt attended the funeral services.



ESTELLE GOLATO

Miss Golato entered the employ of the Illinois Bell Telephone as a student at the operators' training department on August 23, 1916. Upon completion of her course of training she was assigned to Humboldt office, Chicago, as an operator. She remained an operator until February 16, 1919, when she was promoted to the position of supervisor at the same office. On March 14, 1922, she was taken ill and found it necessary to be away from her work. She was still away from the office on August 31, 1922, when she was given a leave of absence. Her illness continued, however, and proved fatal on February 15.

During her service her charming disposition and pleasing personality made friends of all with whom she came in contact.

Main Station Installer Dies

WHEN J. W. Dewes, a station installer in the Main district and an employee of the Illinois Bell Telephone Company for the last fifteen years, quit work at one o'clock on Saturday, March 3, and said, "Good bye" to his fellow workers, from all appearances he was in the best of health. Sunday night after supper he went downstairs to the cellar of his home and while there attending the furnace, suffered a stroke and fell to the floor. His family upstairs heard him fall and rushing down to him carried him up to his room. A physician was called, but could avail nothing, and Mr. Dewes died at one o'clock the next morning.



JOHN W. DEWES

He leaves behind him, in Main district and other telephone circles, many friends who join with the family in sorrowing at his loss.

Death Takes J. J. Rearden



J. J. REARDEN

JAMES J. REARDEN, who had been employed by the telephone company sixteen years, died April 3 at the Presbyterian hospital, Chicago.

Mr. Rearden started working for the company in the plant engineering department in March, 1907. Since May, 1915, he has worked on commercial surveys in the commercial engineering department. This work took him to towns in many parts of the Illinois Bell Telephone Company's territory.

Last July Mr. Reardon suffered from a nervous breakdown, but was apparently recovering his health when he was stricken with pneumonia.

A mother, sister and two brothers survive him.

Telephones and the Storm

A TELEPHONE subscriber who picks up his instrument is impatient to begin talking at once. He resents a busy signal as though it were a part of a conspiracy of the operator and manager to deprive him of something for which he is paying. He is used to getting service and he expects it.

The subscriber doesn't think what it means to the telephone company when a blizzard breaks down the lines and keeps linemen working all night. But the employees are alert and resourceful. If they cannot get a message through one way they try another. A storm plays havoc with the long distance business. Lines may be down to the north of a city; connections may be made with some city south and sent around hundreds of miles to reach the city north that is just in the next county. The subscriber knows nothing of this. If he calls Elgin it matters not to him how he gets it so long as the connection is made.

The recent storm in this vicinity did thousands of dollars of damages to the telephone company, but the subscriber didn't know anything about it so long as his own line is working.—*Aurora Daily Star.*

Digitized by Google



LUNCHEON GIVEN IN HONOR OF MR. FREY ON APRIL 17

Looking Backward

By Edmund W. Sheehan

"PAPA, what's this picture?" The child placed a large square photograph in his father's hand.

"Where did you get that, Sonny?" Father examined the picture.

"Out of the closet," the child replied.

The man turned the picture over, across the back was written, "Luncheon given in honor of Mr. Frey on April 17, 1923."

"How time flies." He spoke reminiscently. "That party was ten years ago, and what a great crowd they were."

"Who is all the 'man's?" The child pointed a stubby finger at the faces.

"Instructors and draftstmen in the maintenance department's educational unit, and some of the machine switching organization. The instructors were men picked for their knowledge of the telephone system and ability to explain it clearly to other people. They wrote lessons, and held classes and their main object was to try to be as helpful as possible to their fellow workers in the telephone organization."

"And all the pretty ladies?" the child inquired.

"Stenographers and the clerks who helped prepare the correspondence lessons, and who kept the records of the lessons. They worked very hard all day so that the lessons and bulletins could be published, and distributed."

"Are you in the picture, too, Daddy?"

"Don't you see me right here?"

The child studied the picture thoughtfully. "But you don't look like that now, Papa."

The man smiled. "Of course, I have grown older."

"And who is this?" The boy placed his finger on the face of a slender chap with glasses, at the head of the table."

"That is Mr. Frey, son, in whose honor the party was given."

"But what did he do that a party should be given for him?"

"Come and sit on my knee, and I will tell you the story. His name is Burns Frey and he lived in Joliet, and next to his wife and fishing, he loved the telephone business, so they finally made him instructor in the educational division, where he explained to telephone men how the telephone operates. When anyone had a problem in mathematics they took it to Burns, and he oiled up his little slide rule and gave them the answer. After a while his slide rule came to the attention of Mr. Anderson of the engineering department, so Mr. Anderson decided that Mr. Frey would make a better engineer than an instructor. Of course, Mr. Hurd---"

"Who is Mr. Hurd, Daddy?"

"This is he." Father pointed out a man at the head of the table at the left of Mr. Frey. "He is the chief instructor of the maintenance department educational division, and Mr. Frey worked for him."

"This party which you see pictured was given in honor of Mr. Frey, to express the regret of the men that Burns would not be here to help them solve electrical problems, and of the girls that he would not be there to tell them funny stories. Of course, they also gathered to rejoice with him and to wish him good luck and success in his future work. They also made him a present of a set of brushes, a comb, a razor and things to take with him when he went traveling."

"Was he glad?"

"He was tickled to death, son and he got up and made a speech and told everyone how glad he was. He had quite a time, too, because his old boss, Mr. Hurd, sat at his left and his new boss, Mr. Anderson, sat at his right, and he couldn't very well say how sorry he was to leave his old boss, because the new boss might not feel pleased about it, and he couldn't say how glad he was to have a new boss because his old boss might feel hurt, so he compromised and did the best he could.

"Then there were speeches by other people. A lot of those fellows got up and told how sorry they were to see Mr. Frey go and pictured incidents in his career, and if Burns was all they said he was, he must have been an angel and a super-telephone man. Mr. Hurd told how he needed Mr. Frey very much in the educational work, but that he did not propose to stand in anyone's way when he had a chance for advancement, and Mr. Anderson told how he selected Mr. Frey on account of his peculiar fitness for the work—the result of long study on Mr. Frey's part. There were also speeches by Mr. Watkins, Mr. Moody and Mr. Sheehan. Mr. Carr acted as chairman and also made this picture."

"And who set the table and got all the food, Papa?"

"This tall chap in his shirt sleeves with his hands resting on his hips was the chef, and the two young ladies near him were his assistants. They certainly made some wonderful sandwiches and the service they furnished in pouring coffee and milk and passing things around was perfect."

"What did you have to eat, Daddy?"

"We had olives, pickles, several kinds of sandwiches, coffee, milk, cake, ice cream and fruit."

"That must have been fine. It makes me hungry."

"Me, too, Son, let's go in to dinner."

Digitized by Google

SNAPSHOTS HERE AND THERE IN ILLINOIS.



Frank Fara, Suburban Plant Department, at his desk after his honeymoon.

Below—Mrs. Henrietta Banks and Miss Ethel Morris of Rock Island, in front of the Watertown State Hospital.





Above—Iron wire imbedded in tree limb, near Morris. This is sample of bad conditions cleared up by George Corke, Plant Chief of the Morris area.

At left—Earl Pruess, Commercial Engineering Department, winner in the 160-pound class in the Chicago Tribune Amateur Boxing Tournament.





A group of Rock Island employees. Standing, left to right: Misses Bennett, Jones, Cunningham, Night Chief Operator; Cole and Miller, Chief Operator. Sitting, left to right: Misses Filler, Clegg, Walheim, Wanke, DeRonge, Erickson.



Miss E. Morris, Senior Toll operator, and Miss G. Clegg, Toll Clerk, at Rock Island.



A group of Lake View order clerks.



Party given Friday, April 13, by the Traffic Employees' Federation, for the benefit of orphans at the Home of the Friendless, Springfield, Ill.

Digitized by Google

SPORT HATS YOU CAN MAKE OF CREPE PAPER

IT is hard for feminine eyes to withstand the lure of a new and becoming hat. With what sighs of regret we often gaze in the shop windows where fascinating hats of the newest styles and in a wealth of color are displayed. Even a single one of these hats is beyond our purse. The one or two we have must do us for the season.



Yet, as we walk along the street looking in the shop windows, our attention is attracted to another display of hats. We say, "Why, how funny; I thought that this was a stationery store?" A second glance and we see a sign beside the hats. "No! it can never, never be possible these lovely hats are made of crêpe paper!"

But they are, and we can make just such pretty ones ourselves. Now's the time for sport clothes—and hats of crêpe paper are so colorful and inexpensive we can add a number to our sports wardrobe.

All of those pictured above are very easy to make and may be copied by anyone. The first is made over a buckram foundation, which is covered with crêpe paper. The paper is used just as if it were any cloth fabric and a spray of millinery flowers is used for the trimming. The other two hats are made without foundations. The crêpe paper is cut in strips, braided and sewed together just as if it were straw.

A variety of effects can be obtained by folding the strips lengthwise before they are braided and folding each strand over carefully as the braid is being made or by stretching and crushing the paper as it is being braided.

The cost of a crêpe paper hat, particularly one which is made without a foundation, is very small indeed. The hat pictured in the center requires but two folds of crêpe paper, so that the material will cost less than fifty cents. The use of satin ribbon, feathers or wool pompons in place of the paper bows would add a bit to the cost.

The large hat, although made without a foundation, is reinforced around the edge with a piece of wire. It is sewed in place with yarn which forms the trimming.

Cure for Bald Heads

By L. O. D.

WE have had a tube of telephone ointment in our family ever since the Civil War (at least it has always been with the buckeye and coffee bean my father carried with him during the four years of war).

We had never had occasion to use this ointment, not having had rash, mumps, scarlet fever, toothache or leprosy, and it was still sealed and fresh, but misfortune visits us all, and last August a bare spot appeared on one of the white feet of Muggsey McGraw, our Boston bull pup, showing up prominently on his pink skin.

This caused us much concern, Muggsey being a very valuable dog, and after trying numerous salves and lotions, the inspiration came. "Why not try the telephone ointment on the pup?" It surely couldn't kill him and it might cure him. Anyway we tried it, and presto, the hair grew so fast we had to cut it short to keep the pup from tripping on it.

Now comes the great idea. We have many fine men around the company and if good old Bell ointment worked on the tough skinned bull pup, why not on the tender pates of our Bell employees?

This is merely a suggestion, but I can vouch for the entire safety of the methods, for the pup never liked anything better, not even shaving cream, and he immediately began to pick up weight.

How to Be Careful

IF you have children, read this to them, and impress upon them the significance of every paragraph. It may be the means of saving a limb or a life and prevent heartaches which naturally follow an accident which brings sorrow into the home. Grown folks as well as children may also profit through the observance of these few simple rules relating to safety.

Never step off the sidewalk into the street without first looking both ways to be sure that no vehicle of any kind is near. Look to the left until you reach the middle of the street and then look to your right.

Do not cross the street diagonally or in the middle of the block; wait until you get to a crossing at the end of the block, then cross at right angles.

Under no condition should you catch hold of any moving vehicle. Many children are maimed and killed each year as a result of this dangerous practice.

Do not touch any part of an automobile standing in the street.

Do not play on railway tracks, and never cross a railway track without looking both ways to see that no train is approaching.

Do not put your head or arms out of the open windows of a railway train. Do not rest your arm or place your hand on the window sill of a railway coach where the sash might fall and hurt you.

Do not try to cross close behind a moving train. Another train might be approaching on another track from the opposite direction.

Do not light a match if you smell gas in a room. Tell some older person about it.

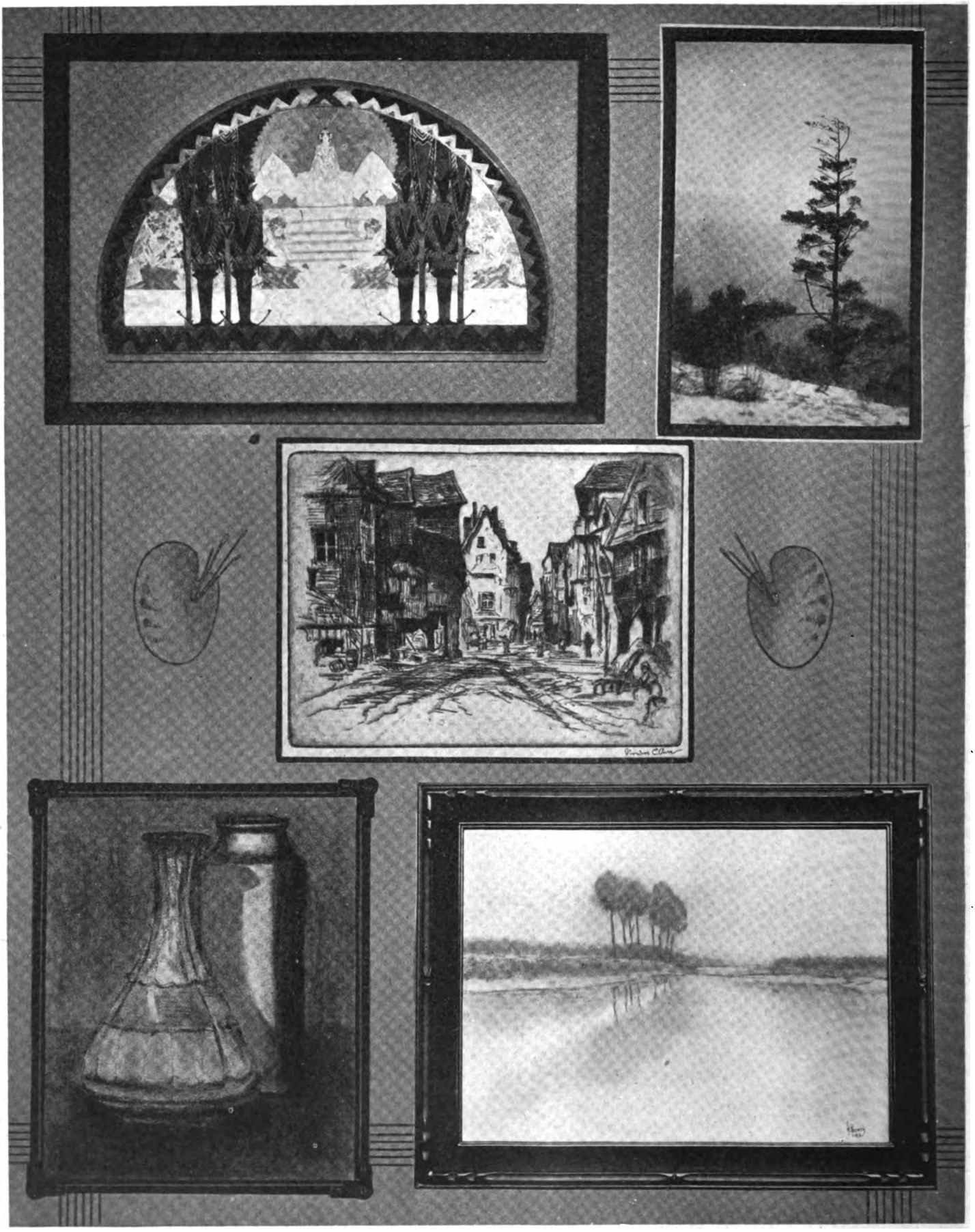
Never at any time or place, touch a swinging electric wire. Its voltage may be high enough to cause a bad burn or to kill you.—*National Safety News.*

Logical

ISABEL, aged nine, had just been told the story of Daniel in the lions' den. Then mother asked: "And what do you think Daniel did the very first thing after he was saved from the lions?"

Without much hesitation, Isabel replied: "Why, he must have telephoned home to his wife to tell her he was all right."—*The Northwestern Bell.*

Digitized by Google



SOME RECENT WORK DONE BY BELL PICTURE MAKERS

The upper right is a decorative water color by Miss Laura Gray, which won the first prize for water colors at the recent Picture Makers' exhibit. Next to this, is a photograph, "Windswept Pine," by Peter J. Mills, which won second prize in its class at the exhibit. In the center, is an etching by Vivian E. Carr. The charcoal still life in the lower left is by R. J. Buchanan. This won first prize in the black and white class. Next to it is the first prize winner in oils, "Sentinels at Dusk," by H. A. Reents.

Digitized by Google

Bell Picture Makers' Exhibit Biggest Ever

OVER 200 pictures of all classes were shown at the Bell Picture Makers' annual exhibition of paintings, sketches, photographs and posters held in the Bell Forum during the two weeks following March 24. The display attracted a large attendance throughout its entire duration.

Ten prizes were distributed, two in each of the five classes, and honorable mention was made of eleven other particularly attractive pictures. The prizes consisted of books on art, text books designed to benefit interested readers, and all of the prize winners were satisfied with their awards.

A dinner was served to all exhibitors, on Saturday afternoon, March 24, followed by the distribution of prizes and a drawing to determine the winner of the oil painting donated by Mr. Drew. Mr. Hagen was the fortunate winner; he took the picture home.

Following is the list of prize winners:

Class		Title	Winner's Name
Oil Paintings:	First prize	"Sentinels at Dusk"	H. A. Reents
	Second prize	"The Tower"	F. H. Ruter, Jr.
	Honorable mention	"Summertime"	Z. A. Aronian
		"Landscape"	Miss Laura Bray
Water Colors:	First prize	"Decoration"	Miss Laura Bray
	Second prize	"Flowers"	Miss M. Stroobant
	Honorable mention	"Yellow Peril"	Miss Clara Large
		"Apple Tree"	V. E. Carr
Black and White:	First prize	"Still Life"	R. J. Buchanan
	Second prize	"Fruit"	Miss M. Winch
	Honorable mention	"Telephone Girl"	Miss Sophia Andrezak
		"Figure Study"	Miss M. Stroobant
Photographs:	First prize	"Field Museum"	Henry Seavey
	Second prize	"Windswept Pine"	Peter J. Mills
	Honorable mention	"Adirondacks"	E. S. Holmes
		"Moraine Lake"	Miss E. Pearson
		"Edgebrook Shadows"	B. E. Buttsbach
		"Valley of Plenty"	W. E. Warren
		"In the Woods"	S. W. Fuller
Sketch Class:	First prize	"Goblet"	R. J. Buchanan
	Second prize	"Portrait"	Miss B. E. Keiser

Messrs. Mariotti and Reents are to be commended for their success in arranging the hanging of the exhibits.

Reserve Officers and Training Camp Applicants Wanted

By W. E. Rowens, Jr.

MANY telephone employees served as officers in the World War and a great number of them are now holding commissions in the Organized Reserves and in the National Guard. To those who have not renewed their affiliations an urgent appeal is being made by the Headquarters, Sixth Corps area, which embraces Illinois, Wisconsin and Michigan for these men to enroll at once.

Until November 11, 1923, all former officers may secure a commission in the reserves, based on their previous record. After that date, however, applicants will be obliged to take the complete examination that is now necessary for civilian applicants.

What is the advantage of enrolling in the Reserve Corps of the United States Army, is asked?

All ex-service men remember the days when the boys were first sent to camp in 1917. Officer material had been selected at hurriedly conducted training camps and as fast the draftees were received they were organized. When a man was drafted and sent to a camp he was assigned to an organization that possibly was not his choice by any means.

If he wanted to be a doughboy he was probably made a cook; if he thought aviation would appeal to him he was probably in the Q. M. Thus it went.

Under the National Defense act of 1920 the Organized Reserve officers will be in command of units from their own state, with some exceptions as in the case of specialists. The man applying for enrollment has a chance to apply for the branch of service he desires to enter, which is the most important feature to the officer.

Under the regulations framed in compliance with the National Defense act, the government is offering to all the officers of the World War a commission in the highest grade held by them at any time during the war. There is no expense attached to the acceptance of these commissions and the Organized Reserves under the act are not subject to call for active duty except in the event of a major emergency so recognized and declared by congress.

The law has also fixed the maximum period of training service annually at fifteen days with liberal provisions for the reduction or complete cancellation of even that short period, on a request which should show the business, professional or other necessity therefor.

Another point to be emphasized is the fact—and very few seem to realize it—that under our laws every able bodied man under forty-five years of age is liable for military service in the event of a national emergency. So if a man is not an officer he is subject to the draft and the regrets that are certain to be experienced after November 11, 1923, by those who failed to enroll, are not pleasant to contemplate.

Officers who are being enrolled in the Organized Reserves are being assigned and attached to 85th, 86th, 101st and the 65th cavalry divisions. In addition to this many are being assigned or attached to the various staff organizations or for miscellaneous duty.

Now is the time for every ex-officer to enroll. If you have already obtained your commission it is up to you to see that some brother officer in the late war "signs on the dotted line."

What Is the Telephone Continuation School

By Jeannette Beach, a Student at the School

ON the tenth floor of the Franklin building, 311 West Washington street, Chicago, is situated the telephone continuation school. The pupils attend eight hours a week, four hours in a morning session and four in an afternoon. The popular idea concerning continuation school is that it is an elementary school where pupils are forced to go until sixteen years of age. It is decidedly not this. There are high school graduates attending, and it is not an elementary school, as many believe it to be. The subjects taught are, civics, current events, English, office practice, penmanship, hygiene, algebra, clerical practice, and higher mathematics.

Anyone entering a continuation school for the first time notes the difference between this school and high school or college. Credits toward graduation may not be obtained by the subjects learned in continuation school, but knowledge beneficial in business is acquired. The work is entirely individual although occasionally there are class discussions on current topics. A few days ago, a class of forty-five had an interesting and instructive talk about the new subway.

The continuation school serves a good purpose, and all who attend enjoy the work.

Look Out Below!

HOW often we hear the familiar expression from aloft, "Look out below," and yet sad accidents occur from falling objects in spite of this precaution. A few days ago a pair of connectors fell on a man's head, inflicting a nasty scalp wound. The man was lucky to escape so easily; he might have been killed.

The safety committee wonders if the seriousness of this danger is fully appreciated among the aerial forces, especially in the winter time when the numb fingers of a careful workman may become clumsy. The foreman who makes it a part of his regular duty to explain to his men how to perform their work in a way which tends to avoid accidents is performing a real aid to humanity. Think of the suffering and misery he saves if his diligence prevents only one accident.

Digitized by Google

TELEPHONE TRAIL BLAZERS WITH MAY SERVICE RECORDS

Louis Rothstein
May, 1887 — 36 Years



LOUIS ROTHSTEIN

LIKE a procession—No. 12 A. D. T. office boys keep coming along as "Trail Blazers." In May, 1887, Louis Rothstein started out with the A. D. T. Co., and all he had to do was work from six to eight, seven days a week, which was not so bad, considering the pay of $19 a month. Don't misunderstand the hours, six o'clock in the evening until eight o'clock in the morning, only fourteen hours a day.

However, Louis got a raise of $1 a month a little later, when he was put in charge of the boys' uniforms.

At different times he worked as messenger, signal timer, operator, dispatcher, etc., and in nearly all of the larger A. D. T. offices.

He remembers with a kind of dill pickle taste, the telephone company directory periods, on which occasions he with the other boys was employed to distribute the new books. They started out in the a. m. with approximately two bushels of directories, and had to bring in an old one for every new one they left, so the load never grew less. Louis even gets tired now just thinking about it.

When he went to the "Tower" at Forty-Third and Packers avenue, in the Stock Yards, he was regularly initiated into the service, as were all boys who came there. On his arrival he was given a pail of water, a mop, a broom and a sponge, some load! These he had to carry up a ladder to the roof of the tower. There he was to scrub the skylight and polish the bell, which hung in a belfry, the fire alarm of the "yards." As soon as he had reached the roof with his load, the boys took down the ladder, leaving the new boy on the roof until by unanimous vote it was decided the job had been well done. This often took several hours, and in the meanwhile, the boy was marooned in rain or hot sun until a decision was reached, after which he was let down to become a regular "yards" messenger boy in full form.

By constant and persistent application he finally persuaded J. G. Wray to put him in the work of installing switchboards. At last he got a promise of seven weeks work, no more. He took it, and as a result, went to Elgin, after serving an apprenticeship at the new West office on Seeley avenue, and later at Oakland office. Mr. Wray had forgotten the seven weeks limit.

While at Elgin he conceived the idea of settling down and getting married, and in furtherance of this plan applied for the job of wire-chief and got it, with the promise to Mr. Abbott, then suburban superintendent, that he would keep the office in first-class order, which he must have done, for he held the job twenty years.

Good record, Louis.

John Toman
May, 1892 — 31 Years

Mr. Toman is another "12 office" trail blazer who started in as a messenger boy at that famous historical spot now covered by Hotel LaSalle, Chicago.

A regular customer would say "Here, kid, deliver this message." And then he would put two bits in his hand, and Mr. Toman says, "Believe me, it looked big in those days."



JOHN TOMAN

The next step was a promotion to clerk in old "15 office." This old spot is now occupied by the largest retail store in the world—Marshall Field & Company.

He then became a pay station attendant in the old "30 office," located in the old telephone building where the cashier's office is now located. From here he was transferred to the superintendent's office of the A. D. T. under John D. Clarke, on the second floor of this same building.

We next see Mr. Toman in the auditing department. This department cared for about 15,000 subscribers' accounts in the year 1898. He grew up with the department, and the department grew, too. From 1,000 to 500,000 subscribers' accounts is some increase. The improvement in systems and routines developed to the present time is marvelous. About ten clerks cared for the work of the auditing department when he started in there, and look at it today —475 clerks in the Chicago revenue division alone, caring for subscribers' accounts.

At the rate business is increasing, Mr. Toman predicts that in another ten years, the new Telephone Square building will be too small to accommodate the needs of the accounting department.

Arthur Sedwick Roberts Smith
May, 1893 — 30 Years

Mr. Smith actually began working for the Bell System in August, 1889, as night operator at Rome, N. Y., when "strap boards" were in style and folding cots were "standard equipment" for the night operators. His service record has been reduced on account of the four years' absence while attending college.

After nearly two years of hiding his bed in the morning, he received a Cornell University scholarship and graduated in 1891 as M. E. in E. E. at a time when the old fashioned pedagogues were uncertain about dignifying the electrical profession with a degree of its own.

Immediately after getting his sheepskin, he accepted a position with the A. T. & T. Company in the traffic department. Three years of this and he was transferred to the traffic department of the New York and New Jersey Telephone Company at Brooklyn.



A.S. R. SMITH

Six years later he went to the Central Union as division service inspector at Indianapolis.

In July, 1905, he went to Columbus, Ohio, prepared to stay three or four weeks, which was stretched out into five years and then he went to Cleveland as traffic superintendent.

This with a string of etceteras occupied his attention until 1911 when he came to Chicago as supervisor of traffic costs for the five state organization called the Central Group, being at present toll traffic engineer for the Illinois Bell.

Digitized by Google

When Mr. Smith was in Brooklyn working for the N. Y. & N. J. Co. he lived in a club house maintained by telephone men and called the Ohm, a kind of communistic club, with no reference to politics, but illustrating one of the natural evils of communism.

They threw all their linen together en masse and sent it to the Brooklyn charities laundry, and it came back in one basket, marked B. C. 195, which seemed to have a chronological significance, as the collars and cuffs grew old. Whoever got to the basket first, was best dressed and the last often went to work with strangely mated cuffs and loose-fitting collars.

However, being telephone men, they got along very well considering the handicap until a regular custodian was appointed to keep the several "communists" from all too hastily getting the best shirts.

Mr. Smith says that among the inmates of the Ohmic Club was one E. H. Bangs, fundamental plan engineer for the Illinois Bell, who he believes is still wearing a pair of detachable cuffs obtained in one of the laundry shuffles of 1898.

When A. S. R., is not supervising traffic costs, he is on the bowling alleys leading telephone men a merry chase for first honors.

William J. Hughes
May, 1893 — 30 Years

Mr. Hughes started at XN office, as a Western Union Telegraph messenger boy. This was at 58 North Clinton street, Chicago.



WILLIAM J. HUGHES

After two years, he went to Jackson and Pacific avenue on the extra list; then to WM office at Lake and Leavitt streets. Then after serving in Main office, and in OS office which was in a shoe store, he went to EX office in the Board of Trade. This he considered his first "steady job" and beginning as check boy, his duty was to "pick up" messages for sorting. This gave him experience for his next job as "hook up" boy which required a knowledge of routing messages and hanging them on the right hooks for speedy handling by the operators.

While "on the Board" in the vernacular of the telegraph operator, Mr. Hughes had learned to "pound brass," and he was then given the opportunity to hold a job as operator on a "pony line."

In a little while, he went out as operator in the city line department in Main office, and in many others including some suburban offices.

This takes us up to 1907, when he came with the Chicago Telephone Company under Bill Plasket at Lake View office.

Mr. Hughes has held a number of jobs with different names and titles, and in one of them especially we think he made an enviable record, one that should entitle him to a regular medal.

While working on the tool check-up of employees, he rode a motorcycle for three and a half years and had not a single accident.

He says that he seemed to be lucky enough to dodge 'em or scare 'em off the road. Anyhow, he is here to tell the tale which is better than wearing a wooden leg.

Just now, Mr. Hughes is located at 417 South Jefferson street in connection with the supplies and material work.

John J. Bickel
May, 1896 — 27 Years

John Bickel came here from Ottawa, Ill., and to use his words, he "blew into the telephone company looking for a job." As a boy, he got one delivering material, in which capacity he had to help out everybody.



J. J. BICKEL

Later, he got into the installation division, first as á helper, then as an installer and finally into the P. B. X. division where he remained for several years. He was then appointed wire chief at Monroe office, two years after this going to Hyde Park office and from Hyde Park to Wentworth. All this time he was in the plant department, but one day Mr. Larned, who was the general superintendent, called on him and told him he wished to transfer him to the traffic department at West Pullman where they needed him. With some reluctance, he accepted and now is district traffic manager for the whole Calumet district, which is doubtless destined to be one of the greatest manufacturing districts in the world.

Some of John's friends claim that he has the largest speaking acquaintance of any man in the south end of Chicago. John's home is at Morgan Park where he serves as a park commissioner.

He has always been very actively connected with the local improvement organizations of his territory; in fact, we think he would make a successful alderman, commissioner of public works, a good mayor, or any job in which he could be interested in public welfare.

When he first went to West Pullman, they tried to sell him for $4,700 a lot which is now worth $47,000, which goes to show the development of the district.

Fred M. Hughes
May, 1896 — 27 Years

Mr. Hughes, Fred M., has an idea that he began work for the telephone company in 1895, but the records so far dug up by the antiquarians make him out a year younger.

He, too, is one of that long list of A. D. T. messenger boys who started in No. 12 office on LaSalle street where he reported to Sam Luscombe, serving two years as messenger and three years as night dispatcher.

With five years of experience to his credit, he went to the Franklin street warehouse and worked for W. J. Spear tracing lost telephones. Tracing telephones was in those years an important duty. Fred says that he chased instruments from the South Chicago rolling mills to Calvary Cemetery—though he never found any in the cemetery.



FRED M. HUGHES

Later he became an installer in the Chicago loop and has cause to remember a certain Christmas present he received. One December 24 when he was using the freight elevator in a subscriber's premises, the rope merely broke and dropped Fred from the fourteenth floor to the basement; how fast he doesn't remember as there was no speedometer on the car. As he passed the second floor, he was all right, but excited, but after reaching bottom and being carried out, he laid off for several weeks, for several perfectly good reasons.

Digitized by Google

When he came back to work he was sent to the district often called the "Ghetto" in the vicinity of Halsted and Maxwell streets, as an installer, and there learned to understand and make himself understood in the Jewish language.

Mr. Hughes has been connected with the maintenance department for many years and says he is going to Atlantic City with the Pioneers next October.

Mrs. Kate B. Julien

May, 1900 — 23 Years

One bright day in the spring of 1900, Mrs. Julien was sitting at the window of her home at 3917 Keeler avenue in Irving Park, then a suburb of Chicago, and saw a pair of "plain clothes" men —at least to Mrs. Julien they acted as mysteriously as detectives are supposed to do.



MRS. KATE B. JULIEN

They came up to the path to her home and ringing the bell, introduced themselves as Messrs. Abbott and Wicks. They were telephone men and said they were looking for someone to take over the telephone exchange then located in Brown's drug store, and consisting of fifty subscribers. Mrs. Julien had no one to suggest, but at this point, the daughter "butted in" and said "Why can't we take it, mother?"

Well, omitting the intermediate acts, the curtain went down —with Mrs. Julien as manager of Irving Park exchange on Irving Park boulevard near the Northwestern railroad station.

When the new office was built and occupied in 1905, Mrs. Julien came near retiring from the work, but you know if one really likes the telephone work, it is next to impossible to quit it, so Mrs. Julien has been with us continuously and is as enthusiastic as ever.

There was one incident which happened when the old ring-down office was cut over to common battery service, which is interestingly true.

Of the many hundreds of lines involved in the official cutover, only one line was in trouble and that line had a permanent signal. Upon investigation, it was found to be the home telephone of the manager, and fate has decreed that the writer of this article happened to be the person who went over to Mrs. Julien's house to hang up the receiver, which in her haste to get over to the office for the cut, had been left hanging by the cord thus showing a permanent signal when the battery was thrown on the line.

At the time, Mrs. Julien was much perturbed by the incident, as she had hoped for a perfect cutover, and after all it was good enough to be called 100 percent.

At present, Mrs. Julien is a traffic supervisor in Chicago.

Miss Harriet M. Cotton

May, 1900 — 23 Years

Miss Cotton came to the Chicago Telephone Company, May 9, 1900, and in the service of what was then known as the traffic department, which title designated merely the service inspection branch of telephone work.

At that time, service inspection was made by going around to the several instruments in home, factory and office, instead of from a special switchboard as at present.



MISS HARRIET M. COTTON

The traffic department of that time was then conducting its business under the caption of operating department into which two years later Miss Cotton was transferred to work for H. N. Foster.

Somewhat later she went with S. J. Larned who at that time was general superintendent for Chicago, and it was in this office that Miss Cotton and Mr. Foster "put over" the first typewritten negative for making blue prints.

Instead of writing out all the figures by hand with drawing ink, as had been the previous practice in making master sheets or negatives for blue printing peg count reports, they initiated the practice of reversing the carbon paper to blacken the under side of the typing and thus made it dense enough for blueprint work. Miss Cotton says that this now seems so simple, so easy and so obviously the natural thing to do that the wonder is in its not having been done before they did it. But at that time, it had to run the gauntlet like all new ideas and it was no easy job to convert everyone in the line to the merits of the scheme.

When Miss Cotton began work for us the "operating department" served tea for lunch—tea and nothing else—the operators bringing their own corned beef, ham and fish sandwiches. How times are changed and in so few years!

Some of Miss Cotton's colleagues declare that it was she who suggested an improvement in desk equipment—good, but for some reason never adopted.

It was really not so long ago that an office or a department in the Chicago company that did not move from one floor to another or to some other building, was out of style. Moving the offices was a popular indoor sport, and Miss Cotton suggested that all desks be equipped with disappearing handles and wheels so that in a moment's notice any office could like the Arabs of the poem, fold its desk and silently steal away.

Miss Cotton has been continuously with Mr. Larned and is unquestionably one of the best known persons in the traffic department.

Service Comes Before Sleep

MOST of us who were lucky enough to have telephone service a fortnight ago, when the March blizzard descended on Moline, are unable to realize what it actually meant to the plant men in the telephone business. Now that all reports are made available on damage done there comes the realization of the havoc wrought. Moline was within the area in which 6,000 poles went down, thousands of miles of wire crumpled up, toll lines broken in every direction, and $350,000 of damage done.

Gangs of men throughout the storm area, and this includes those in Moline, got out of their warm beds at 2 a. m. in order that we in Moline and elsewhere could have telephone service by breakfast time. These fellows, being human like the rest of us, would have preferred to have remained in bed till the usual "getting-up" time.

But when routed out they proved themselves, as before, to be real fellows. They jumped into the situation and worked night and day with smile and will, until equipment and service were again standard.

There must be a lot of human nature in these telephone plant gangs, and the telephone subscriber might well remember, when something does go wrong with the service, to put this spirit of service in the scales to balance it.—Editorial from the *Moline Daily Dispatch, March 29, 1923.*

Digitized by Google

ACCIDENT PREVENTION

"SAFETY FIRST"

The Illinois Bell Telephone Company is a member of the National Safety Council and the Chicago Safety Council

IF YOU DON'T WANT TO STAY IN THIS WORLD—TAKE A CHANCE

Ideas That Promote Safety Are Welcome

H. E. MASHBURN of the Illinois division construction department recently demonstrated that he believes in safety and wants all of his fellow employees to be "sold." Newspaper dispatches told of a "Human Spider" who fell to his death and Mr. Mashburn two days later had written the following:

Does It Pay?

"Harry F. Young, the 'Human Spider' with a sign hung on his back bearing the words 'Safety Last' plunged ten stories to his death on March 5 while attempting to scale the side of one of New York's skyscrapers."

Nearly everyone of us at some time or other thinks of something that pertains to safety. When this inspiration strikes us, we should jot it down and then send it in for use. It is through cooperation that we can avoid accidents.

When you think of something that means safety to a fellow-worker, send it in so that we can all benefit by your ideas.

Automobile Death Toll Continues To Rise

THE death toll of the three slayers—automobiles, illicit booze and gunmen, continues to gain. Every day new names are added to the already long list of victims. The reckless driver has so far this year, taken the lead over the other two and is doing more than his share to help fill our graveyards.

In spite of a campaign launched by court judges and persons interested in reducing the number of fatal automobile accidents, and jail sentences that were imposed in some cases in addition to heavy fines, the fatality list continues to grow.



LEASE EXPIRED—DISPOSSESSED

"WE CANNOT ALL BE GREAT," BUT WE CAN PREVENT ACCIDENTS.

The law does not seem to be meeting this situation adequately in any way. In fact, little or nothing is being done at the present time to check the number of deaths. In this connection a story recently appeared in the newspapers telling of a man who had run down a pedestrian with his automobile and who committed suicide after brooding over the accident all night in his office.

This same thing might happen to anyone of us at any time. Just think what a terrible feeling it must be to know that you have been responsible for the death of a person! There might be night after night when the vision of that accident would come before your eyes and the only way to avoid this is by always being a careful driver.

It has been said that the spirits of dead cars haunt many roads of service but it might also be said that the spirits of the dead haunt the scenes of motor accidents. How many times when driving around in your machine have you noticed wrecks and wondered whether anybody had been killed in the accident? If railroad crossings could talk, there would probably be many gruesome and distressing tales to be told about the cases of careless drivers who did not know that there was more room behind the train than there was ahead of it.

All employees of the Illinois Bell Telephone Company who operate cars or trucks should pay particular attention to the safety rules and regulations that are issued for their benefit.

Let's all be safe drivers and help reduce the enormous death rate.

Reports Show Steady Decline in Accident Rate

OF ALL the associated companies of the Bell Telephone System only three had fewer major accidents last year per 1000 male plant employees than the Illinois Bell Telephone Company, according to the American Telephone and Telegraph Company's yearly accident report.

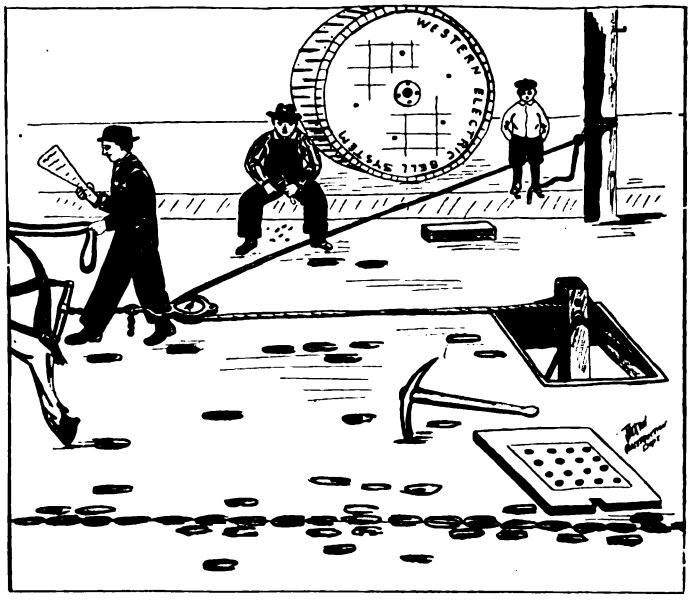
Our company stood in fifth place, that is, four companies had better records, at the end of the first quarter in the year of 1922. At the end of the second quarter, we succeeded in landing in third place but unfortunately, dropped back to fourth place in the third quarter. The last quarter showed another slump and we wound up the year in fifth place. This record shows that our company maintained its average, however, by obtaining fourth place for the entire year. It is well to note in this connection that at one time in 1921 our company was in eighth place and we have steadily worked up to our present position.

It is up to everyone of us to take more interest in the safety work of our company and get back to the accident prevention committee which is doing everything in its power to bring the Illinois Bell Telephone Company to the top of the list in 1923.

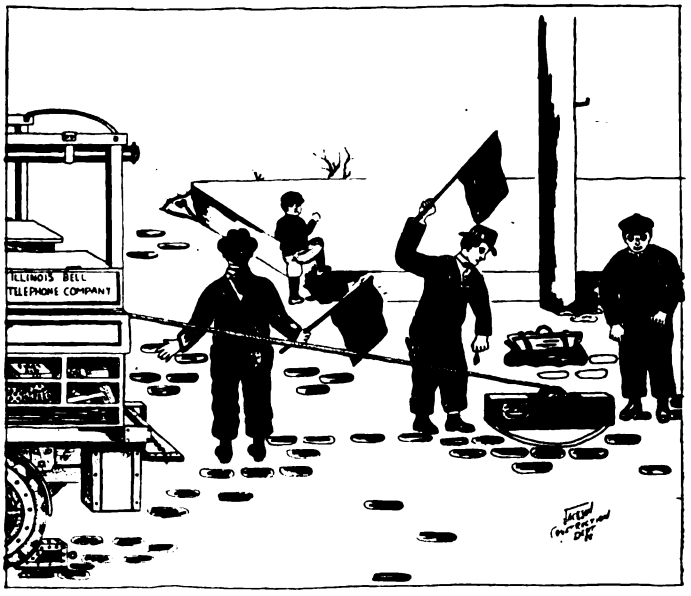
At a recent meeting the chairman of this committee appealed to the members and the delegates at large to use every effort to put the safety program over. We all feel confident that the committee will meet with success but they must be given the help and coöperation of every individual from the bottom to the top of the company.

The plant department so far this year has been making a

Digitized by Google



THE WRONG WAY



THE RIGHT WAY

good showing with the long lines division and the buildings, supplies and motor equipment department standing far out in the lead. Neither of them have had any lost-time cases so far. The Illinois division, maintenance, suburban and construction are all trying to lessen the number of their lost-time accidents. We cannot hit our mark unless every man in the plant department puts forth his best efforts to avoid accidents.

Attention, Climbers!

A knot hole half way up the "stick"
A very little matter—
In goes your spur, and out it cuts,
Gosh how a man will spatter.

One did not watch his footing
As up the pole he rambled;
He, and the paving stones below,
Were very badly scrambled.

A crooked and poorly sharpened spur
He thought not worth attention.
The undertaker's notice read,
"Home papers kindly mention."

A little, scarcely noticed crack
Allowed his spur to bend;
His relatives and friends were all
Invited to attend.

So keep your spurs both sharpened,
And watch your step as well.
They'll all say, "he's some climber,"
Not, "I saw him when he fell."

—J. M. Weeks.

It's How You Do It

IF YOU would make good you must understand that the work which counts is the work in hand—it's the things you've done that show what you can, not the bigger and better things you plan. The work you do now must be done right if you reach your goal or your utmost height, so keep your aim but watch your step, doing your part each day with pep—for it's not what you do, but how you do it that counts in making good without accidents.

Be Careful at Doorways

MANY of our operators and girl clerks "go bustin' through doorways" of the buildings in which they are employed, intent upon only one thing—Speed.

It appears that they never stop to think that somebody may be coming from the other side and that they will get a "good" bump.

Because of this the safety bureau receives many accident reports each month which state "due to girl being bumped on nose or head by door, opened suddenly."

It would be a very easy thing to avoid these numerous accidents if our girls would hurry carefully and exercise a little more foresight. When you approach a door, extend your hand and grasp the knob or handle so that if someone is coming from the other side, the door will not strike you as it swings open.

Don't get bumped. You never know who is coming from the opposite direction. Be careful and you will avoid accidents.



A TRAFFIC JAM
A little less violence in opening doors will avoid such bumps as these.

Digitized by Google

TROUBLE ON THE LINE

By May T. Dewhurst.

"SAY mother, did you see in the paper about those birds that held up the line?"

"Tommy, I do wish you'd stop using that slang! I don't like to hear you call people birds."

Tom looked at his mother for a moment and then burst into a fit of laughter that lasted so long that mother's usual placid disposition yielded for a moment to irritation and she exclaimed with some warmth:

"Now, Tommy, I may be foolish but it isn't necessary to laugh all night when I criticise you."

"But, mother, this *is* funny." And off he went into another fit of laughter.

"Tom Miller, I think you are real mean," said Katie. "You act as if you were crazy and I don't blame your mother. You'll be calling me a bird before long."

Tom looked at Katie's flushed face and flashing eyes and concluded it was time to tell the joke.

"Well, see here, you ladies, I was trying to tell you about a pair of nice little birdies that went to housekeeping on a telephone line and mother began to scold me for talking slang."

"Oh Tommy," said mother. "You talk so much slang that I don't even recognize a common bird any more."

"Any way, I heard you use some slang, mother. I heard you tell Mrs. Crane that the *Dames* Club visited Mary's office."

"Well, that wasn't slang; that is the name of the club. They came from the university."

"Well," laughed Tom. "I guess we are even then. Some name for a club though, isn't it, Katie?"

"There you go again," said Katie. "Some name! But what about the birds?"

"Well, a dame called up, (Mother just said dame was a good name, didn't she?) She called up and complained about the service, and the traffic people wanted the trouble man to hurry up and see what it was that held up the service. Of course, I sent one of the gang out and now I'm going to read what the evening paper says about it because mother wont' let me use such bad language:

> All day yesterday and until late this morning the Chicago Teachers college at 701 Rush street was without telephone service.
>
> It was almost completely cut off from the world. No incoming calls were possible at all, while outgoing calls resulted in the kind of thing that happens when six radio stations are sending simultaneously over the same wave length.
>
> Mrs. Mary Bloomer Page, head of the institution, reported the matter to the telephone company, and a trouble man was sent.
>
> After investigating for some time, he reported with a broad grin on his face.
>
> "I kind o' hated to do it, ma'am," he said, "and I sure got a bawling out from the little missus, but I guess your line will be all right, now."
>
> "Why, what happened?" asked Mrs. Page.
>
> "Well," explained the trouble man, "a couple of sparrows—bride and groom, I'd say, if anyone was askin' me—had set up housekeepin' in the wires, an' was buildin' the prettiest little nest you ever see. But, hot dog! How that sassy little missus sparrow bawled me out for bustin' up her nest. It was some tongue lashin', I'll tell the world."

"Well, Tommy. I guess you aren't so bad as the reporters, anyway." And mother gave Tom a pat on the shoulder which being interpreted meant, "I like you just the same if I do find fault with you sometimes."

Katie got up from the table and walked over to the mantel and said "Oh, goodie, here is a letter from mother! I forgot to look when I came in."

She sat down and opened the letter and as she read the smiles faded and Tom, who was watching her, saw that she was trying not to cry. If he wanted to prevent the tears by his sympathetic question. "Is there anything wrong?" he didn't succeed for Katie's tears began to tumble down like an April shower and Tom was really frightened and wanted to call mother in from the kitchen at once.

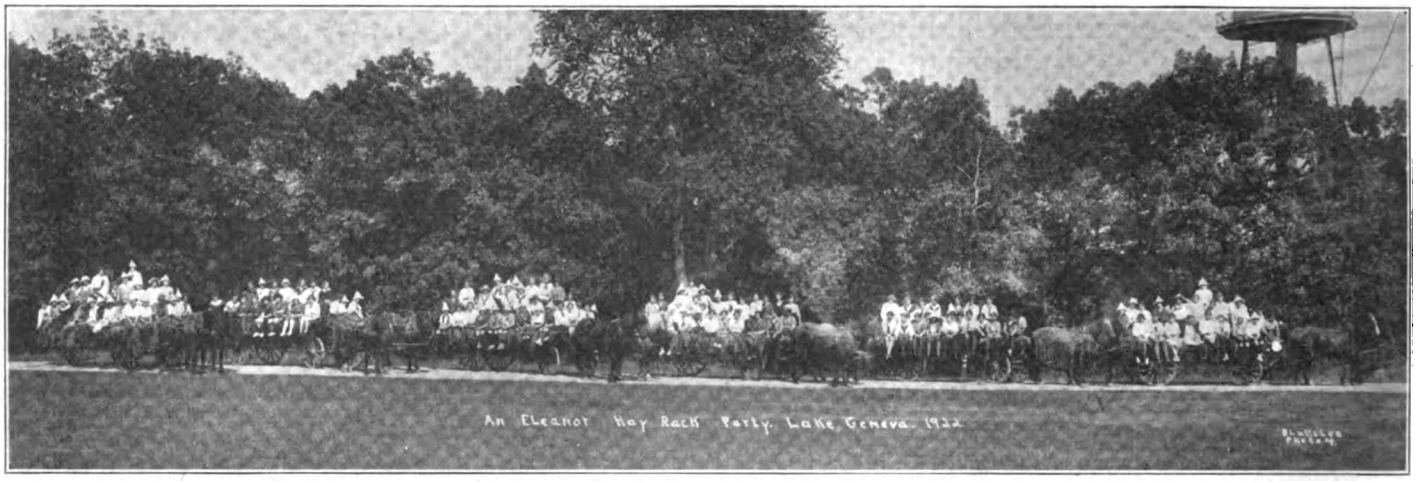
"Oh Katie, what is the matter? Can I read the letter? Is your mother sick? For heaven's sake do tell me," and Tom got hold of Katie's hand and Katie, too moved to speak, gave him the letter which he read while Katie grew calm enough to talk the matter over.

"You see, Tom, if mother says she doesn't feel very well, it must mean that she is pretty bad for she never does complain



ON THE PIER AT ELEANOR CAMP, LAKE GENEVA, WIS.
This picture was taken at Fourth of July celebration last year.

Digitized by Google



PARTY AT ELEANOR CAMP, LAKE GENEVA, WIS.
This is a favorite Summer vacation resort for our girls in Chicago and northern Illinois.

and if she wants me to leave here and come home, I know it must be serious."

"Oh, well," said Tom, "Your mother must be lonesome and of course she has a right to have you part of the time. What I can't see is how we can get along without you. Your mother can't be as lonesome as I shall be."

"And I'll be just as lonesome away from you," whispered Katie.

Mother came in at this point and when she learned the cause of the tears she was ready with her sympathy, and regret at the thought of losing Katie for she loved her, too. But, as usual she had a cheerful thought and said "I think your mother has just got the spring fever. I thought I had it today, myself. I wish I could go out there on the farm with your mother. We'd have a good time fooling around in the garden, seeing things come up. I just love spring and if your mother must have you, it's a pretty nice time to go."

"Yes, but they need me at the office now more than ever," said Katie.

"Well, you can't help it and if your mother is only lonesome, maybe you can get transferred for a while and work in your office there."

"Do you think I could, Tom," said Katie eagerly. "Part of my trouble is that mother will need some one to help her on the farm and I shall need my wages to meet extra expense."

"Yes," said Tom. "I think they can fix that up for it is hard to get enough girls down there some times. They told me so when I was there last spring."

"Then I can see about that and maybe get my vacation early and have time to get home and settled, and be at work so I won't lose much time after all."

"But what are we going to do?" said Tom. "You'll have 'Bob,' you know, and—"

"Now Tommy, don't be selfish. Of course we are going to be lonesome but maybe it will be just what you need to make you appreciate Katie. You can write letters and the time will go fast and maybe Mrs. Miller may decide to come back in the fall and spend the winter."

"Yes," said Tom, "And maybe Mary and I can take our vacation at the same time and we can camp out at Katie's farm."

"Oh, will you," said Katie. "Won't that be wonderful?"

The tears were all gone now and Katie's face was glowing and her eyes were dancing again with their usual happy sparkle and mother suddenly had an errand in the kitchen for she knew well what Tommy wanted to do.

A little later she was not surprised when Tom called "Katie and I are going out for a little walk. I'm all used up with laughing over your birds and dames and crying over Katie. I need the air."

"How nice they look," murmered mother, as she peeked out of the window. "I hope Katie's mother is only tired and will soon be well, but it is good that Katie's got a boy like Tom to love her. We mothers are worth a lot to our children but when love comes like this we must not mind if we take second place."

And mother, as all mothers do, smiled and shed a tear at the same time as she sat down to write a letter to Mrs. Miller urging her to tell her just what the trouble was.

Eleanor Camp Opens Fifteenth Season

BEGINNING June 30 the fifteenth season of the Eleanor camp at Lake Geneva will start and will continue until September 3. The camp is open as an inexpensive outing place to any self-supporting young woman whether a member of the Eleanor clubs or not The camp occupies about twelve acres of a beautiful wooded tract of land with a 430 foot frontage on the lake. Substantial and attractive recreation and dining halls provide for the comforts of the guests and the sleeping tents are well equipped with wood floors, etc. Tennis courts and a croquet ground in addition to the swimming beach afford plenty of recreation.

The camp may be reached by several of the railroads running out of Chicago; the fare being less than $4. Room and board at the camp is $8 and $8.50 per week. Many telephone girls in former seasons have taken advantage of this way of spending an enjoyable vacation without a large financial outlay. Further details about the camp may be obtained from The Eleanor Association, Stevens building, 16 North Wabash avenue, Chicago, CENtral 5589.

Keeping the Service Fit

By Ben Earley.

Whether you dig the holes or climb the poles
To work among the wires,
Or wear the hooks or keep the books
Or use the handy pliers,
If you belong to the gang and savvy their slang
And try to do your bit,
We will depend on you for what you can do
To keep the service fit.
You may test the bells or charge the cells
Or work on the rack all day,
Be cable man and splice on the "can"
Or clear the troubles away,
You may work in the air or "underground"
Or sit at the board all day;
Whatever you do we are depending on you
To see that the service is fit.

Digitized by Google

1923 · · MAY · · FIFTH MONTH



ON MAY 10, 1869, rail connection between coast and coast was established by the completion of the first transcontinental road, built by the Central Pacific and Union Pacific companies. Working from Sacramento, the former had laid 689 miles of track; the latter, working from Omaha, 1,086 miles. They met at Promontory Point, Utah, where the event was commemorated by driving a golden spike with silver hammers. The news of the completion of the road, even then recognized as being of vast importance in the making of a truly united nation, was received throughout the country with rejoicing.

MOON'S PHASES

	Eastern Time D.	H.	M.
☾	7	1	18
●	15	5	38
☽	23	9	25
○	30	0	7

For Central Time deduct 1 hr.; Mountain Time, 2 hrs.; Pacific Time, 3 hrs.



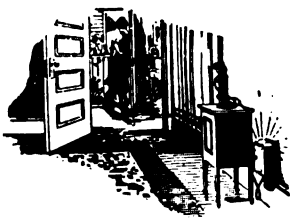


MAY *hath* 31 days

"Many estates are spent in the getting"—Poor Richard

UNITED STATES TELEPHONE SUPREMACY

There were in the United States at the end of 1922 fourteen and one-half millions of telephones, better than one telephone for every eight people. If it were possible to construct a single telephone circuit between the earth and the moon, and these telephones were all connected to this line, they would be equivalent to nearly 60 telephones per mile of circuit for the entire distance between the two planets. From a telephone standpoint this country is by far the best developed in the world.



"They don't answer"

On January 1, 1921, the thirty cities in the United States, with a population of 250,000 or more, each had an average development of 16.7 telephones per 100 population. The only European cities of considerable size which had over ten telephones per 100 population were Copenhagen, Christiania, Geneva, Goteborg, Malmo, and Stockholm. The development of the great capitals of the world was much lower than that of the above mentioned cities, and the number of telephones in London, Paris, Berlin, Vienna, Rome and Tokio combined was no. as great as the number in New York City.

Stock of the American Telephone and Telegraph Company may be transferred at the office of the Treasurer at 195 Broadway, New York, N. Y., or 125 Milk Street, Boston, Mass., or at the Illinois Trust & Savings Bank, Chicago, Ill.

1—Tu.—Newport, R. I., founded, 1639. World's Columbian Exposition at Chicago, opened, 1893. Charleston made permanent capital of West Virginia, 1885.

2—W.—Col. J. C. Fremont starts on first expedition to explore Rocky Mountains, 1842.

3—Th.—U. S. established civil government in Philippines, 1901.

4—Fr.—Iowa's first capital, Iowa City, laid out, 1839. United States began work on the Panama Canal, 1904.

5—Sa.—*Detroit Free Press*, first issue as a weekly, 1831. "Old St. Mary's", first Catholic Church in Chicago, est., 1833.

6—Su.—*New York Herald*, first number published, 1835.

7—M.—The *Lusitania* torpedoed by German submarine, 1915. Johns Hopkins Hospital, Baltimore, opened, 1889.

8—Tu.—**New York-Denver telephone line opened, 1911.**

9—W.—408th Tel. Battalion (Northwestern Bell Tel. Co.) arrived home from France, 1919.

10—Th.—**Ascension Day.** CONFEDERATE MEMORIAL DAY. Banks in Boston, New York, Philadelphia and Baltimore suspend specie payments, 1837.

11—Fr.—Minnesota admitted to the Union, 1858. Greater New York bill signed, 1896. Pennsylvania Hospital at Phila., first medical school in colonies, chartered, 1751.

12—Sa.—*40% of the farms in U. S. have telephones.* { *Say it by Long Distance* }

13—Su.—MOTHER'S DAY. Roosevelt Reservation, South Dakota, opened to settlement, 1904. { *Say it by Long Distance* }

14—M.—Lewis & Clark appointed to explore Missouri River to seek communications with Pacific, 1804.

15—Tu.—First air mail route, N. Y. to Washington, opened, 1918. Metropolitan Museum of Art, N. Y. City, opened, 1882.

16—W.—*In Europe there are practically no telephones on farms.*

17—Th.—*Baltimore Sun*, first issue, 1837.

18—Fr.—Cornerstone Wyoming State Capitol, laid, 1887.

19—Sa.—Morris Canal, New Jersey, opened, 1832. First transcontinental train through Reno, Nev., 1869.

20—Su.—**Whitsunday.** Wisconsin admitted to the Union, 1848.

21—M.—*Philadelphia has as many telephones as Italy, Belgium, Central America, and Jugo-Slavia combined.*

22—Tu.—Kansas-Nebraska bill passed, 1854.

23—W.—South Carolina ratified the U. S. Constitution, 1788. Nebraska organized as a territory, 1854. First horse car street railway in Newark, N. J., 1862.

24—Th.—First Telegraph message, Washington to Baltimore, 1844.

25—Fr.—*Minneapolis Tribune*, first issue, 1867.

26—Sa.—Taking of Cantigny, France, by 1st Division, A. E. F., 1918. Indian territory organized, 1830.

27—Su.—**Trinity Sunday.**

28—M.—Congress appropriated $1,000,000 for building Chesapeake & Ohio Canal from Washington to Cumberland, 1829.

29—Tu—Rhode Island ratified the U. S. Constitution, 1790.

30—W.—**Memorial Day.** Lincoln Memorial, Wash., D. C., ded., 1922.

31—Th.—Flood at Homer, Nebraska, 1920. One hundred lives saved by Mrs. Mildred Lothrop, telephone operator.

Digitized by Google



If the subscriber paid direct

Suppose that every Monday morning all the people who have a hand in furnishing your telephone service came to your door for your share of their pay. From the telephone company itself, would come operators, supervisors, chief operators, wire chiefs, linemen, repairmen, inspectors, installers, cable splicers, test-boardmen, draftsmen, engineers, scientists, executives, bookkeepers, commercial representatives, stenographers, clerks, conduit men and many others, who daily serve your telephone requirements, unseen by you.

There would be tax collectors to take your share of national, state and municipal taxes, amounting to over forty million dollars. There would be men and women coming for a fair return on their money invested in telephone stocks and bonds—money which has made the service possible.

Then there are the people who produce the raw materials, the supplies and manufactured articles required for telephone service. They would include hundreds of thousands of workers in mines, smelters, steel mills, lumber camps, farms, wire mills, foundries, machine shops, rubber works, paint factories, cotton, silk and paper mills, rope works, glass works, tool works, and scores of other industries.

When you pay your telephone bill, the money is distributed by the company to the long line of people who have furnished something necessary for your service. The Bell System spares no effort to make your service the best and cheapest in the world, and every dollar it receives is utilized to that end.

"BELL SYSTEM"

AMERICAN TELEPHONE AND TELEGRAPH COMPANY

AND ASSOCIATED COMPANIES

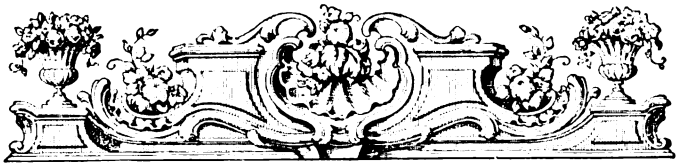
One Policy, One System, Universal Service, and all directed toward Better Service

Digitized by Google

BE



Digitized by Google



JUNE.

And what is so rare as a day in June?
Then, if ever, come perfect days;
Then Heaven tries the earth if it be in tune,
And over it softly her warm ear lays.

—James Russell Lowell.

Digitized by Google

BELL·TELEPHONE·NEWS

Volume 12 CHICAGO, ILLINOIS, JUNE 1923 Number 11

CONTESTS END 1923 FIRST AID INSTRUCTION

Enthusiastic Crowd at Finals In First Regiment Armory in Chicago, May 18—Suburban Team Wins.

NO more fitting climax could be given the plant employees' months of first aid training than the championship contest held Friday evening, May 18, in the First Regiment Armory, Chicago. With the six best teams in the company entered, Gary, representing the Suburban Division, carried off first honors. A silver cup from the Illinois Bell Telephone Company was presented to the winners and each member of the team received a Borglum Medal from the American Red Cross.

Enthusiasm was at a high pitch with 1,500 employees, relatives and friends cheering their favorite teams. Cheer leaders and the noise making paraphernalia got into action a half hour before the contest started and reached its peak when Gary was declared winner and exultant Suburban rooters carried Captain Harry Hood around the armory on their shoulders.

Springfield, representing the Illinois Division, finished second. The other four were Chicago teams and finished as follows: Buildings, Supplies and Motor Equipment, third; Plant Engineering, fourth; Maintenance, fifth; Construction, sixth.

That all the teams were well trained and evenly matched is indicated by the fact that out of a possible 100 points, Gary, the winner, had 99.55, while the sixth team, Construction, scored 99.20.

As a special feature, girls of the Maintenance Department demonstrated their ability to use splints and bandages. Their efficient work won the applause of the spectators.

Space for the performance of the teams was roped off in the center of the armory floor. On three sides of it were seats for the rooters alongside their respective teams. The seats were there, but it cannot be recorded that much use was made of them. The crowd was on its feet most of the time. A captain, who was upstairs in the regimental offices during the contest, remarked afterward that if he could get that much pep and spirit out of the men in his company they could beat anybody in the state at anything.

"Those telephone people started out with a rousing spirit that I thought would die off before the affair was half through," he said. "But instead their enthusiasm kept increasing right to the last bell. That's great stuff."

Representatives of other industries, from the American Red Cross and other telephone people were in the balcony on the four sides of the armory. At the west was Ed Moebius and the Bell Telephone Band, who did their share to make it a gala night.

At eight o'clock the teams marched in and took their places. The girls wore bloomers and white middies. The men were dressed uniformly with white shoes, trousers and shirts and black bow ties. The member of each team designated to act as the patient wore a bathing suit. Short talks were given by Maurice R. Reddy of the American Red Cross and Verne Ray, Chicago maintenance superintendent.

Dr. Eugene F. Traut read the first problem. The gong sounded and two minutes were allowed for the team members to consult with their captains on a plan of action. At the end of that time the gong sounded again and the teams started treatment. In spite of the noise from engine bells, auto horns, whistles and dozens of other noise-making contrivances, the team members went methodically about the problem.

The problems were designed to call for treatment of various kinds of serious and minor injuries. The first one was as follows:

"While working on an aerial construction job, the line gang was interrupted in their work by a boy shouting for help. All the members of the gang rushed to the scene of trouble and found:

"Man unconscious in a gas filled room.

"In falling he sustained the following injuries: Simple fracture of left collar bone; cut on scalp two inches long just above the right ear.

"Only one man to enter gas filled room and drag patient to porch.

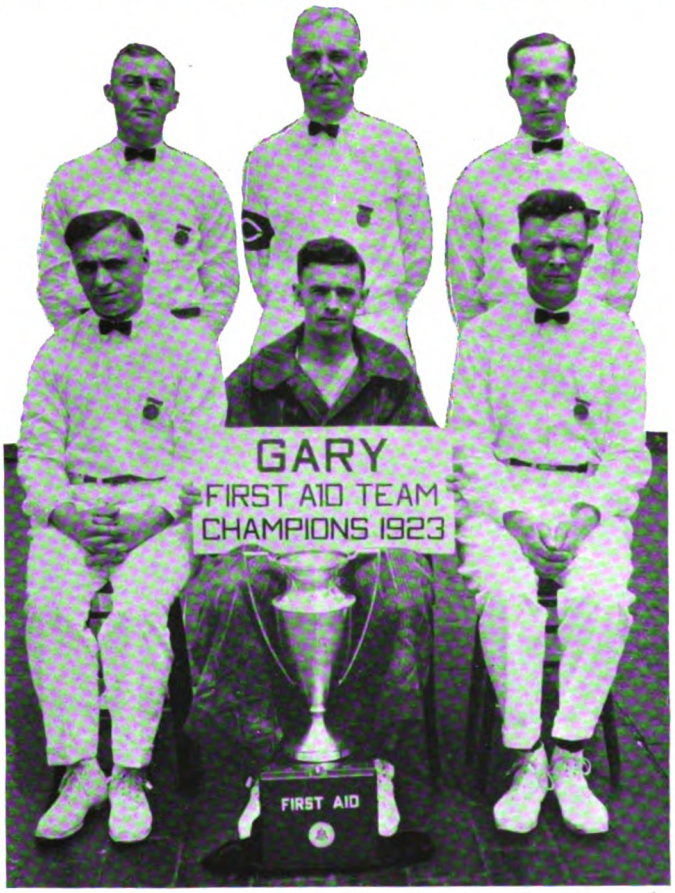
"Resuscitation to cover a period of approximately two minutes and every member of the team to assist.

"Treat and prepare for transportation.

"Time seven minutes."

Other problems called for treatment of such injuries as a fractured knee cap, broken ribs, three-inch cut on calf of leg, compound fracture of leg between knee and heel, hand cut off, three-inch cut on face, burns from high tension wire and others.

The chief judge of the contest was Dr. S. C. Plummer, chief surgeon of the Rock Island Lines. Dr. Traut, of the Illinois Bell, was assistant judge. Associate judges who scored the individual teams, were Dr. S. C. Stanton, former major, U. S., A. R. C.; Dr. Leroy P. Kuhn, chairman of the health and sani-

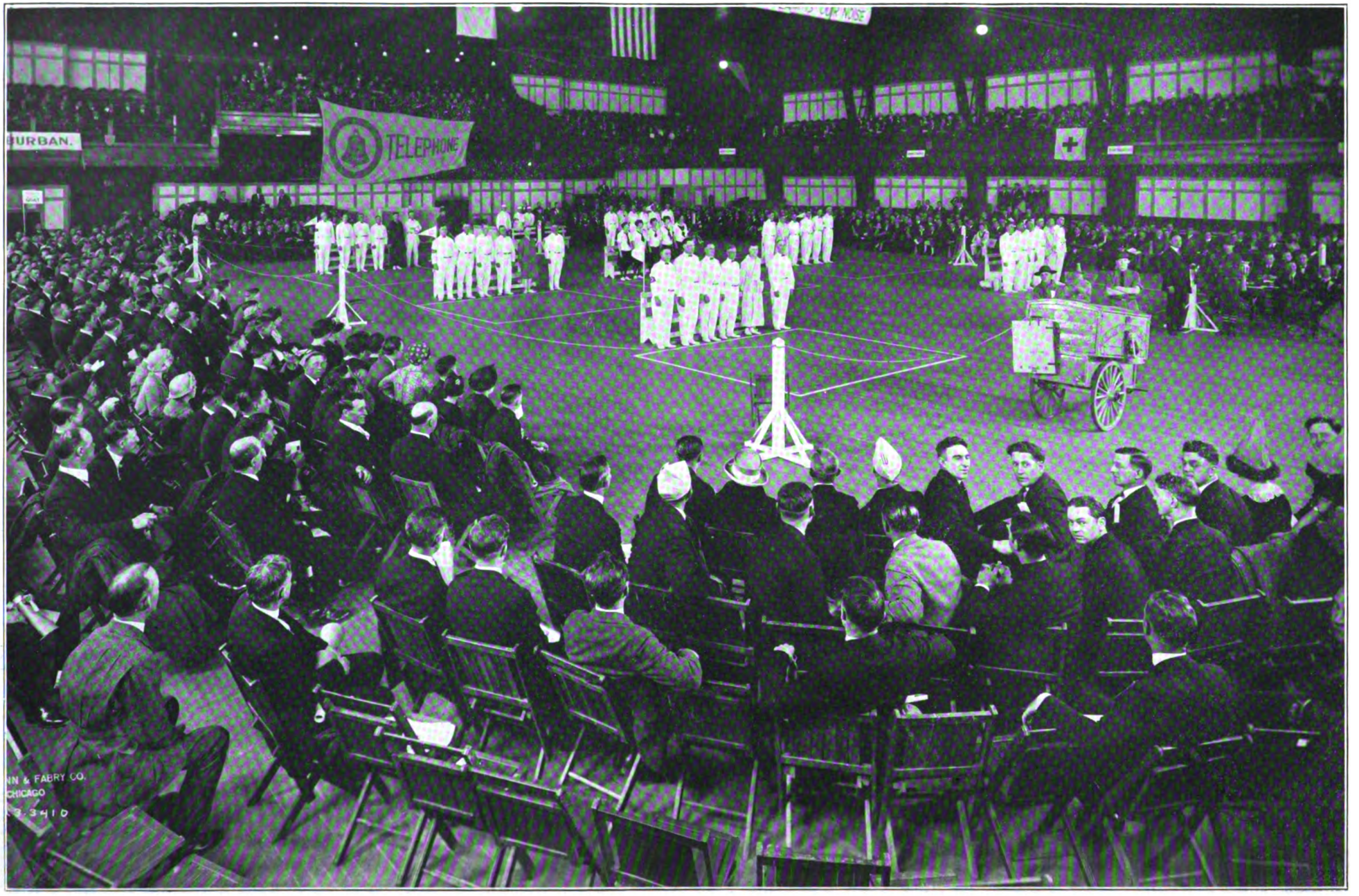


CHAMPION FIRST AID TEAM OF THE ILLINOIS BELL

Suburban Division Team with the silver cup presented by the telephone company and Borglum Medals from the American Red Cross.

Standing—left to right: Hugh S. Jefferson, Captain Harry Hood, Jack A. Jarden. Sitting: John A. Albertano, Joseph C. O'Brock and George Van Steenberg.

Digitized by Google



CHAMPIONSHIP FIRST AID CONTEST, FIRST REGIMENT ARMORY, CHICAGO

Digitized by Google

tation committee of the Chicago Safety Council; Dr. A. M. Harvey, chief surgeon for the Crane Company; Dr. William Carey, Peoples Gas Light and Coke Company; Dr. D. J. McGowan, Commonwealth Edison Company; John McGilp, member of the St. Andrews Ambulance Association, England, and lay judge for the American Red Cross.

Each team was composed of six men, and each held a Red Cross certificate, indicating that he had successfully completed a course in first aid. Early in 1922, when the first classes of employees were started, 261 took the course. Beginning last November other classes were formed and when the ten weeks' instruction ended early this year 1,641 employees had completed the course.

The object of the course was to acquaint employees with first aid principles and the proper method of applying first aid treatment not only to fellow employees, but at home and also to the public in cases where a telephone man might be working nearby and no immediate medical aid is obtainable. Numerous cases have been cited where employees have saved lives and relieved pain by using first aid methods as taught in these courses.

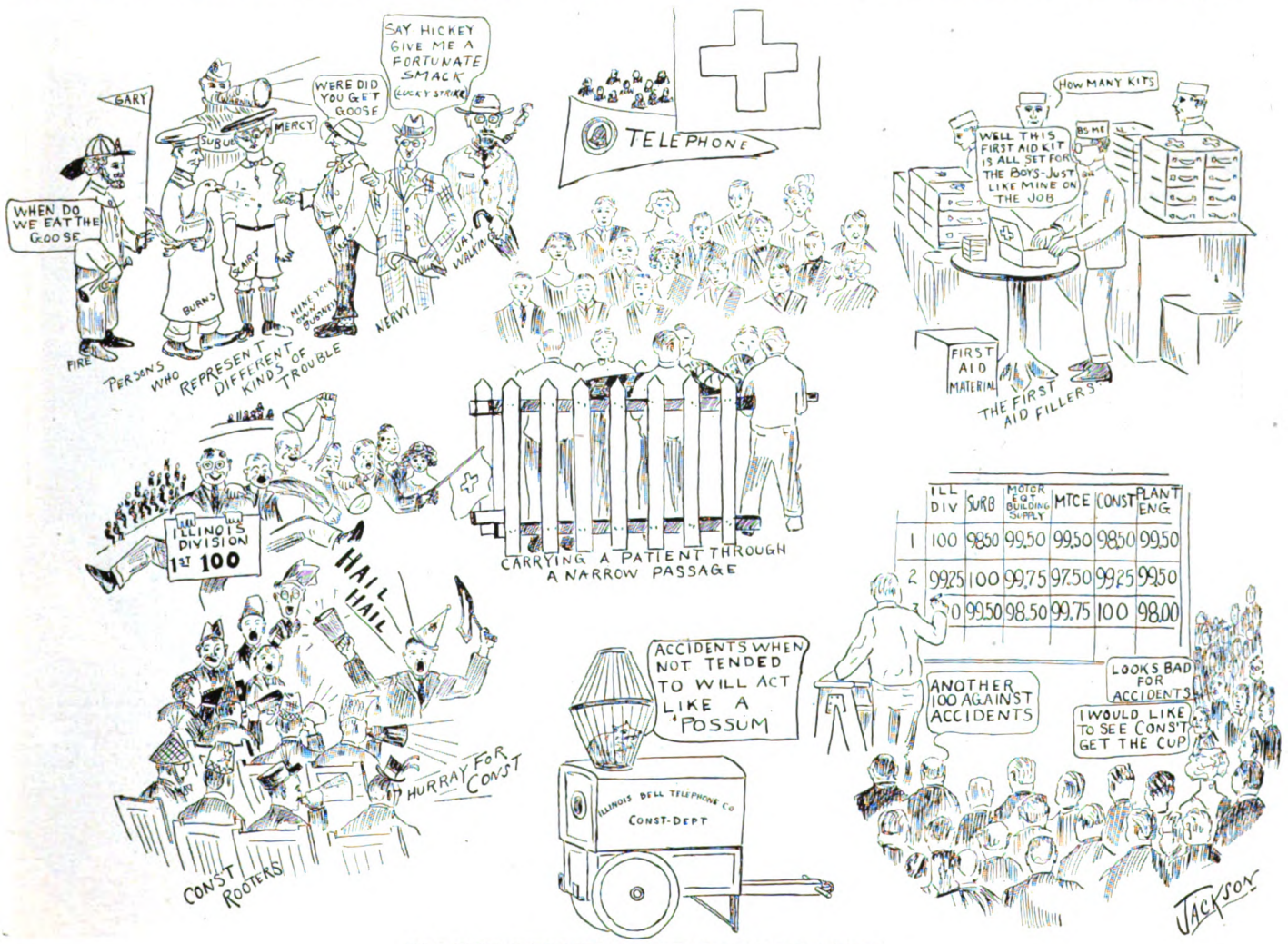
When the course of instruction was completed this year, teams were formed in the various divisions. Elimination contests were held and the winners were the teams in the finals May 18. Much credit for the good training and the successful elimination contests and the finals is due the physicians who instructed the classes, helped train the teams, and acted as judges of the contests. They are Drs. H. M. Hosmer, Eugene Traut, W. B. Knox, E. R. Carlo, F. B. Leffert, Howard Goodsmith, E. D. Huntington, M. W. Field, A. G. Asher, B. H. Moore, Don Deal,



Suburban Division had two teams at the finals. This one performer on the side lines and provided fun for the spectators.

Walter Bain, H. C. Blankemeyer, E. A. Walsh, Woodward, Karl K. Borsack, G. P. Pond, R. C. Waldo, J. F. Cox, F. E. Garrison, J. R. Pugh, R. F. Dowell, Elliot S. Denny and Major W. F. Sapington.

During the courses of instruction and the contests the coöperation of the Red Cross was given through Dr. H. W. Gentles, chairman of the first aid committee of the Chicago Chapter.



	ILL DIV	SURB	MOTOR EQT BUILDING SUPPLY	MTCE	CONST	PLANT ENG
1	100	98.50	99.50	99.50	98.50	99.50
2	99.25	100	99.75	97.50	99.25	99.50
3	0	99.50	98.50	99.75	100	98.00

SIDE LINE SKETCHES OF THE FIRST AID CONTEST

Digitized by Google

FIRST AID TEAMS SEEN AT THE FIRST REGIMENT ARMORY, CHICAGO, ON CHAMPIONSHIP NIGHT.



Plant Engineers who won fourth place in the finals.
Standing, left to right—Albin H. S. Schuh, John J. Kurt, captain; Kearney E. Harmas.
Sitting, left to right—Harry C. Morton, Elmer E. Frangquist and Harold P. Jennett.



North Side Installation, Maintenance, fifth place. Standing, left to right—J. A. Lundberg, A. C. Skafgard, captain; W. H. Work.
Sitting, left to right—W. G. Colby, P. D. Dolan and J. J. Brewder.



Construction team, which finished sixth.
Standing, left to right—E. J. Carey, W. H. Schaper, R. A. Burns.
Sitting, left to right—F. E. Norwood, R. J. Peebles and O. O. Kleeber.



Supplies Division, Department of Buildings, Supplies and Motor Equipment, who won third place.
Standing, left to right—Frank Stanek, M. J. Kehoe, captain, and Joseph Gettinger.
Sitting, left to right—Elmer Churchill, Frank Braun and Rollin DeWitt.



Maintenance girls who demonstrated that the gentler sex can be efficient in rendering first aid treatment. Left to right—standing: Kathryn L. Hart, Edna E. West, Loretta Driscoll. Sitting: Marion H. Rainy and Agnes E. Long, captain.



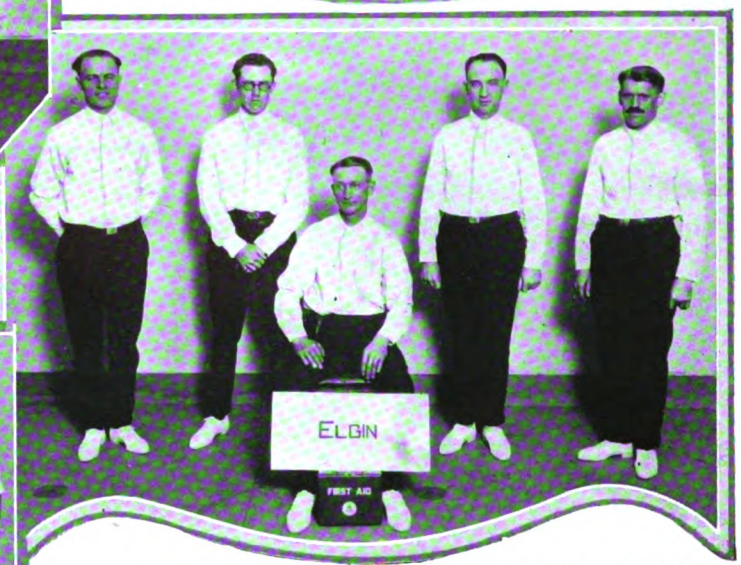
Springfield, Illinois Division, who won second place.
Standing, left to right—Earl Robbins, Henry Crowl, J. M. Easley, and Harold Holcomb. Sitting, left to right—C. P. Sweden and W. E. Pickering, captain.

Digitized by Google

TEAMS WHICH COMPETED IN SUBURBAN SEMI-FINAL FIRST AID CONTEST.



Aurora, sixth place. Left to right—Martin E. Luck, Clinton B. Hills, Clarence Seymour, Hyda S. Hills and Oscar A. Bates, captain.



Elgin, fourth place. Left to right—Reuben C. Kremer, John R. French, Fred D. Wilkin, Clement R. Thompson and Edward W. Mason, captain.



Hammond, second place. This team tied with Gary, for first place in the semi-finals, but in the play-off, the boys from the steel mills won. Left to right—Frank G. Heichel, captain; Joseph H. LaPlant, Gottfried O. Vieweg, William C. Atwood and Myron W. Morris.



Oak Park, fifth place. Left to right—Henry Wilkens, Jr., Ross Stover, John A. Freiwald, Kedie A. Harrison and Perl E. Blatchley, captain.



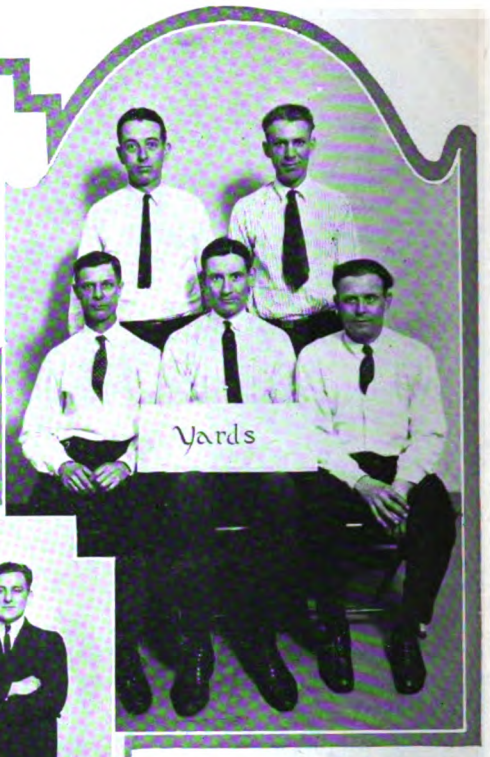
Transmission, third place. Left to right—William H. Hutter, Arthur W. Brooks, William L. Matthews, Gerald S. Willett and Thomas W. Fawell, captain.

Digitized by Google

CHICAGO TEAMS WHICH COMPETED IN DEPARTMENTAL FIRST AID CONTESTS



Wentworth, Maintenance Department, fourth place in the semi-finals. Top row, left to right—Emil F. Larson and Melvin Rummel. Bottom row, left to right—Arthur J. Neels, Russel Weybright and Frank T. Turnquest.



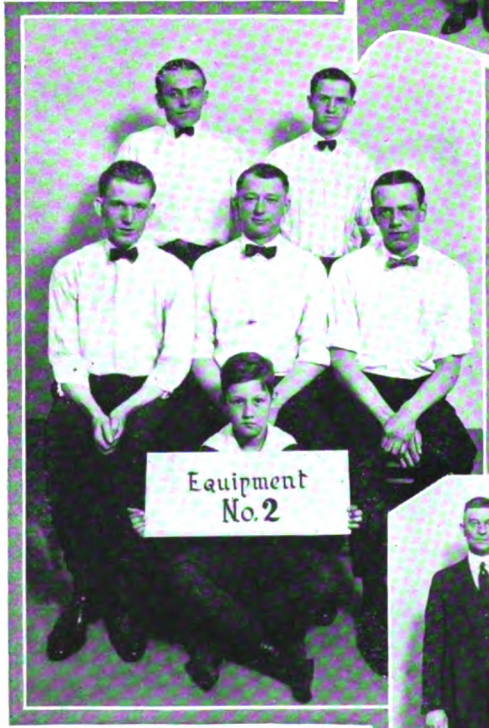
Yards, Maintenance Department — tenth place. Top row, left to right—William E. Bogan and Harry F. C. Planthaber. Bottom row—left to right—Clifford J. Huber, Irving J. Newman and Robert D. Pierson.



The teams shown above and below competed for the honor of representing the Department of Buildings, Supplies and Motor Equipment.

Above—the Motor Equipment team, second place. Standing, left to right—O. Radermacher, E. C. Jezek, R. C. DeWitt, P. W. Cyr, and seated, R. Bamford.

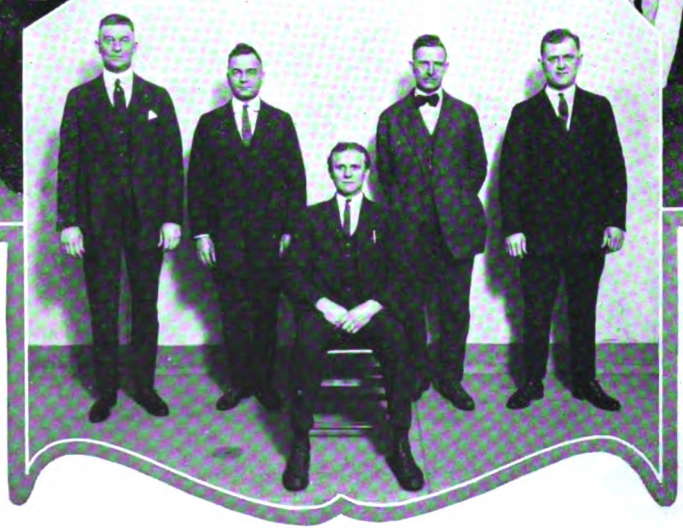
Below—The Building Division team, third place. Standing, left to right—G. C. Miller, V. Petrovski, J. O'Donnell, J. Vesecky. Seated—L. Paul.



Equipment No. 2, Maintenance Department, seventh place. Top row, left to right—Edward J. Flower and John J. Riley. Bottom row, left to right—Raymond H. Andersen, Otto Hrack, LeRoy T. Schulz and Elmer Gamster, Jr.



Stewart, Maintenance Department, fifth place. Top row, left to right—Parke E. Filley and Orval Allison. Bottom row, left to right—Howard L. Swearingen, George O. McDonald and Harold I. Filley.



Digitized by Google



Wabash, eighth place. Top row, left to right—James C. Sutter and Otto Henkle. Bottom row, left to right—Joe A. Muldoon, Frank E. Howard, and Herman A. Maul.



Power and Light, second place. Top row, left to right—Emery Zabresky, and Joseph H. Rowell. Bottom row, left to right—Albert C. Peterson, George Murphy and Harold E. Johnson.



Maintenance girls, ninth place. Top row, left to right—Miss Edna E. West, and Kathryn L. Hart. Bottom row, left to right—Anna K. Ziska, Agnes Long, and Marion H. Rainey.

MAINTENANCE PEOPLE WHO COMPETED IN THE SEMI-FINAL CONTEST.



Equipment No. 1, sixth place. Top row, left to right—Carl H. Boettcher and Clyde O. Thomsen. Bottom row, left to right—Charles A. Nalikowsky, Joseph H. Binder and John H. Blackidge.



Lakeview, third place. Top row, left to right—John J. Kennealy, and Earle F. Regan. Bottom row, left to right—William H. Cunningham, Rueben H. Lindquist and Herbert Trettin.

Digitized by Google

SLOW SERVICE AND DEFICIT IN BRITISH ISLES

Hal O' Flaherty's Stories In Chicago Daily News Tell About Government Operation of England's Telephones

FOLLOWING are two articles by Hal O'Flaherty, London correspondent for the *Chicago Daily News*. The first was published April 27 in the *Daily News* with this heading:

Deficit, Not Profit, on British Phones

Under Government Ownership Earning Capacity Disappears, Service Deteriorates

BY HAL O'FLAHERTY

(The following is the first of two articles by Mr. O'Flaherty on the deterioration of the British telephone service under government ownership and management. The second article will be published tomorrow.)
(Special Correspondence of The *Chicago Daily News* Foreign Service.)

London, England, April 13.—Twelve years ago a private company operated a large and successful telephone system in the British Isles, giving what was considered efficient service to its subscribers, distributing to its stockholders an annual dividend of six per cent and paying the government a royalty of more than $1,000,000 yearly for the privilege of doing business.

This private concern, known as the National Telephone Company, had started when the commercial possibilities of the telephone were first realized and had kept pace with developments, training technical staffs and teaching the people of the country the value of the invention. The company prospered to such an extent that the government looked with envy upon its yearly profits. Why should the people allow a private concern to exploit them when the government stood ready to take over this enterprise and allow them to keep in their pockets those dividends that were going to the chosen few? Why not a state monopoly on this profitable business?

The answer was given when the post-office arranged to purchase, after arbitration, the plant of the National Telephone Company whose original claim for all its assets was approximately $100,000,000. The final award by the arbitration was $60,000,000.

Profits Turned to Deficits

The purchase should have been a good bargain because by continuing the telephone's rate of growth under the private concern the British government stood a fair chance of regaining the cost of the property for the people in the course of a few years. Would not this same concern which had thriven under private management become a far greater organization under the mighty and omnipotent power of the British post-office? At the time it was generally admitted, especially in socialistic quarters, that a great step forward had been taken and that the world was awakening to the benefits to be derived from government monopolies. The melancholy results are totally different from those so confidently expected.

Last year the people of England were forced to pay by taxation a deficit of $20,000,000 to maintain their government-owned telephone system, which has deteriorated from a profitable private enterprise into a public burden. There are excuses and mitigating circumstances which are adroitly put forward by advocates of state ownership for the failure of England's greatest state monopoly, but the excuses fail to soften the blow when the chancellor of exchequer reads in the House of Commons the gloomy tale of financial loss on the part of the telephone system. The war undoubtedly hit the system hard and is responsible for a large portion of the deficit, but the war is not responsible for continued inefficiency and lack of ordinary business judgment in developing the use of the telephone.

Cost of Service Multiplied

Complaints against the state-owned telephone system are so numerous and the evidence taken by committees of investigation so voluminous that whole libraries are devoted to this one phase of government ownership. Business men generally clamor loudly for reform and the London County Council is registering a violent complaint against the telephone service within the metropolitan area.

As a result of inquiries conducted by the county council the opinion is given that the present agreements for renting telephonic apparatus from the state are complicated, arbitrary and unfair and hamper the extended use of the telephone. The system of charging for each call now in operation throughout England is declared to be wholly unsatisfactory in view of the fact that the user has no means of checking his accounts, but is compelled to accept the figures put forward by the post-office.

The county council committee deplores the terrific rate of increase in telephone costs, and produces figures to show how annual charges have mounted using as a basis of comparison figures in regard to one of their own offices. During 1911, the last year under the old National Telephone Company, the charge was approximately $500 annually for the private switchboard and office extensions. The year after the government took over the system this charge was arbitrarily raised to $1,400 and in succeeding years the bill has mounted steadily until now the council is paying $2,000 annually for the same service rendered ten years ago for one-fourth of that amount.

This, it is declared, is one unjust result of government management. Other criticisms are put forward by the county council, but they are specific complaints and only prove the general discontent over the state operation of the telephones.

Delays in Getting Service

One point is always emphasized by patrons of the government telephone system. They complain endlessly of the tedious process of having telephones changed from one address to another, or even the difficulties attending even minor changes in offices where one or more extensions must be moved occasionally. Here is found the harsh contract between patron and bureaucrat, the latter insisting upon minute adherence to official regulations at every juncture, where the patron requires instant, efficient action.

An example illustrative of the deliberation of post-office employees is found in the recent efforts of the London correspondent of an American newspaper to have his telephones installed in a new office. The correspondent gave a month's notice of removal, accompanied by a request that the telephones be installed upon the first day of March. The request was submitted to the proper official, who replied that it would receive attention

Every promise of coöperation was made but when the time arrived the telephones were not connected. One department passed the job to another and when the right one was finally reached a promise was given that the work would be done immediately. But something always seemed to delay the workmen. After six days, a temporary connection was finally arranged but the Post-Office Department expressed doubt as to just when permanent telephone arrangements could be completed.

The various officials directly responsible for installations were more interested in keeping clear of any trouble connected with the change asked by the correspondent than in keeping a good patron satisfied.

Many Faults Pointed Out

During the official inquiry connected with the increased telephone rates much information was divulged as to the inefficiency of the government organization. Scores of witnesses testified that their experience and study pointed to one conclusion—that

Digitized by Google

government-owned telephone systems never operate as efficiently and do not develop as rapidly as those under private ownership. Lieutenant-Colonel H. Lawes Webb, representing the Federation of British Industries, gave evidence before this committee of investigation that pointed out the many weaknesses of England's telephone accommodations.

"Drastic and sweeping changes in the methods of charging for telephone service have been proposed," said Lieutenant-Colonel Webb, "and it is desired to give the Post-Office Department most unusual powers, even the power to refuse telephone service to business concerns. The Federation of British Industries takes the ground that if the government insists upon operating the telephone service as a state monopoly it should at least work according to business methods and endeavor to follow a commercial policy which would bring it in touch with the real wants and difficulties of the public, and would secure a wider and better development of the telephone service.

"But a government monopoly is not governed by commercial considerations or by the ambition to develop the service widely. This is illustrated by the fact that the department proposes increasing the charges for telephone service enormously, but despite its added charges anticipates a further deficit in the annual budget within a very few years. A more hopelessly uncommercial outlook, or a less business like grasp of what is really great business, can hardly be imagined."

The second article was published in the *Daily News* of April 28, with this heading:

Slow Service Under Government Control

British Pay Premiums to Get Telephones from Bureaucratic Management

(Following is the second of Mr. O'Flaherty's two articles on the deterioration of the British telephone, financially and in the matter of service, under government ownership and operation.)

BY HAL O'FLAHERTY

(Special Correspondence of The *Chicago Daily News* Foreign Service.)

London, England, April 13.—Official reports show that in 1921 the telephone staff of the British Post-Office Department, which in 1912 purchased and began operating the plant and property of the privately owned National Telephone Company, numbered 49,080 persons. The total number of stations was 911,000. This gave a ratio of one employee to eighteen stations. Corresponding figures in New York show forty-one stations to each employee and for the whole Bell Telephone System throughout the United States thirty-eight stations to each employee. The conditions of the Bell System are comparable to those in England and the figures show that the British Post-Office employs more than twice the number of people to do the same work as the Bell Telephone Company employs.

The costs attributed to the telephone service by the post-office in its annual budget have repeatedly been proved excessive and indicate a flagrant lack of control of the telephone business. A few comparisons show a startling difference between the estimated cost of telephone service last year and the actual costs of the National Telephone Company in 1911, the last year under private control.

The working expenses of the National Company for 1911 were $8,000,000 for 560,000 stations and during the year the company handled about 800,000,000 calls. This would work out at approximately $1 per 100 calls, all costs included. On the basis of the estimated costs under governmnment ownership, the cost per 100 calls is $5. Even making liberal allowance for post-war increases in cost, this comparison goes to show that government management of the business is vastly more expensive than private management.

How the Deficits Pile Up

The tragic financial decline of the British telephone system under state ownership is graphically illustrated in the following table, showing the results of the exchange and trunk system combined.

	Expenditure	Income	Loss
1912–13	£5,543,643	£5,846,986	* £ 303,343
1913–14	5,949,064	6,188,175	* 239,111
1914–15	6,584,487	6,473,469	111,018
1915–16	6,937,312	6,819,135	118,177
1916–17	7,024,611	7,226,340	* 201,729
1917–18	7,184,061	7,839,529	* 335,468
1918–19	8,333,307	8,297,046	36,261
1919–20	11,000,000	9,050,000	1,950,000
1920–21	13,700,000	9,720,000	3,980,000

* Profit.

The above figures are after providing for depreciation and interest on capital.

Looking at the problem of state ownership of telephone systems from the point of view of the government seems to prove that the undertaking is surrounded by the gravest risks. In the case of letter posts and telegraph systems, the government occupies an impersonal position and a few seconds' or a few minutes' delay in the delivery of a message or a letter, does not bring down a tirade of abuse upon the government carrier. In owning and operating telephones, the government is brought into direct contact with the subscriber, and, when difficulties arise, is subject to criticisms which promote unusual conflicts between the state and the individual

When the citizen, smarting under some serious delay in his use of the telephone, begins criticizing, his abuse of the government is apt to take a form that is neither respectful nor conducive to good results. The citizen reduces his complaints to practical form in the shape of recommendations for reform in the service, and through parliamentary bodies he seeks such reform. Public opinion brings pressure to bear upon the government which in turn forces the department in charge of the telephone system to carry out a reform which the experts know is unnecessary and unreasonable, as well as unduly expensive.

Complaints About Service Hopeless

England's telephone service has been badly hampered by this very process of legislative interference. The fact that the government undertakes the telephone service without any desire for profit leads subscribers to feel continually that their interests are not being safeguarded or studied. On the other hand, the subscriber's appeal to a private concern is always expected to produce results, and as a rule it does if the private concern places any value upon its good repute. Appeals to a government department are, as a rule, considered hopeless.

Experience with the telephone in London is enough to prove that the conditions of government service do not permit the exercise of the initiative and control that are necessary. Under the government the executive staff of the telephone system is not free to select employees as are the executives of a private concern. Nor can government officials promote, reprimand or dismiss as do the officers of a commercial company. They are tied by the inelastic rules and regulations of the civil service and once an employee finds himself firmly established in a minor post in the service, he calmly dawdles through the years, confident that advancing age will be met by a substantial pension from the government.

Premiums to Get Telephone

During the war, the telephone system in England suffered terribly through the fact that money in huge amounts was needed for outside affairs and all expenditure on internal economy was reduced to the minimum. The demand for an increase in telephone service was incredible. Long waiting lists were made up of those who wanted telephones installed, and the names were taken in order as the post-office found time to make the connections. Large premiums were paid by persons who became impatient to those who were lucky enough to hold places of advantage on the waiting list and were willing to forego the benefit of a telephone for a sum of money. In 1920 there were 200,000 orders for telephones on the post-office waiting list, but the department in

Digitized by Google

charge of installations maintained an unconcerned attitude, knowing that profits were secondary and impatient subscribers were at their mercy.

Despite the opportunity for unlimited extension of service and coincident profits, the post-office remained unresponsive and concerned mainly with meeting of the demands of employees for more pay. Salaries and wages were multiplied without any thought of the financial ruin that would have faced a private enterprise under similar circumstances. In 1914 the salaries and wages paid to telephone workers in England amounted to $5,500,000. At the end of the war this figure had been raised to $16,500,000.

Political Changes Offset Service

Theoretically, the British public controls the government monopoly on telephones through parliament, but, as has been demonstrated in practice, this control is extremely ineffective. Political emergencies arise continually, requiring changes and rearrangements that cannot help affecting adversely the complicated organization. The postmaster-general has been changed recently as a result of the government defeats in three bye elections and supposedly the whole machinery of the telephone organization must continue efficiently under the leadership of a man whose technical knowledge of the business is no greater than that of the average citizen. It is the second change in leadership within four months, and while the executive staffs remain the same there can be no doubt that the organization must feel a sense of uncertainty and the transient character of its principal officer.

The character and type of men chosen to hold high office in Great Britain are admirably suited to the business of government ownership—probably better than in any other country—but even here the burden of maintaining efficiency and balance is almost too heavy for the most experienced officeholders.

Where the Faults Lie

So far as the technical staff of the British telephone system is concerned there is little basis for criticism. The service throughout the country is probably as good as could be expected from a purely technical point of view. The calls are handled rapidly and effectively, especially in London, and the international service, handled by girls specially trained in the French language, is very satisfactory. The great weakness lies in the lack of business acumen and the failure to interpret the needs of the public or to anticipate those needs; in the increasing financial losses where there should be profits or at least an even break, and in the rigid character of a government machine which refuses to yield in compliance to public demand.

There are many who look hopefully to the future to prove the worth of government ownership, but their optimism is being sadly shaken by the continued financial ills. If the next decade shows the service unable to recover its balance there is little doubt that an effort will be made to return it to private ownership, possibly under partial government control. In the eyes of prudent business men, state ownership of telephones already stands condemned.

Gas Company Comments on Telephone Service

IN THE 1923 Year Book of the Peoples Gas Light & Coke Company of Chicago are several paragraphs headed "Extraordinary Telephone Service." They are as follows:

Most of the "service" communications with customers as well as a great deal of all company business, is done over the telephone. For handling this, there is a ten-position, multiple type switchboard with sixty incoming trunk lines, fifteen outgoing lines, and 340 terminals. There are sixteen operators, and twenty-four-hour service 365 days a year. In addition, there are three telephone order-taking tables, with twenty positions each, or sixty in all, and fifty-two connecting trunk lines to the switchboard.

As many as 9,000 gas turn-on and cut-off orders have been taken in one day. The number of orders taken in one year has been around 300,000, exclusive of the other business transacted over the telephone.

On April 29, 1922, a check-up showed that 1,978 calls were taken care of in one hour. The average length of time which elapsed between calling the company—Wabash 6000—and being connected with the person to whom the caller wanted to speak was ten seconds. The accurate and courteous character of the company's telephone service is a matter of pride and constant care.

Illinois Division Re-districted

EFFECTIVE May 1, a new arrangement of districts in the Illinois Division involving plant, traffic and commercial, was approved. Under the new arrangement there will be four instead of five districts, with district headquarters at Rockford, Peoria, Springfield and Alton.

The Rockford District, as of that date, contains eleven exchanges, and 34,200 Illinois Bell stations. The number of connecting companies in this district is 102.

The Peoria district contains sixteen exchanges, 36,900 stations, and 125 connecting companies.

The Springfield district contains ten exchanges, 36,300 stations and eighty-four connecting companies.

The Alton district contains eleven exchanges, 16,300 stations and sixty-six connecting companies.

"Ask Dad, He Knows"

TAKE it from Riley that the telephone business is the only one, and the whole family stands back of their dad, J. J. Riley, in his statement. Three of his sons are in the Construction Department—Edward and Frank are cable helpers, and J. L., is a cable splicer. The father also is in the Construction Department. One daughter, Vivian, is a Humboldt operator, and six other daughters were also operators before their marriages. The Rileys believe that they hold a record in telephone families, and send out a challenge to all comers.



MEMBERS OF THE RILEY FAMILY IN THE TELEPHONE COMPANY'S EMPLOY

Seated—Vivian, daughter, operator at Humboldt Office, and J. J., Dad, of the Construction Department. Standing, left to right—Edward, J. L., and Frank, sons, also in the Construction Department.

Digitized by Google

INDUCEMENTS WERE MADE WHEN PUBLIC SERVICE IMPROVEMENTS BEGAN

By George Welsh Weber

ON one of the days in the February cold spell the People Gas Light and Coke Company of Chicago delivered to consumers the largest amount of gas ever required of it in a single day. Some may think that this indicates great profit for the company, but, as a matter of fact, the best that it shows is that the people are using more gas for fuel purposes and are coming to rely upon it as a substitute for coal in extremely cold weather. It is worth while to consider that the gas company was able to meet the demands of the people who required the gas in cold weather. But, there are other facts which must not be lost sight of. To be able to supply this great and sudden demand the company had to have, all the year round, a gas-making plant large enough to produce it at any time it might be called upon to do so. It had to pay interest on the money invested in it, keep it in repair man it more or less, and have supplies and gas-making materials on hand against the time when they would be needed. Thus it was an expense 365 days in the year and of use at its limit only a few days. Another thing: the people did not use this gas to help the company—they used it because they needed it—in fact, they couldn't very well get along without it. If the company had not been able to supply the gas the people would have suffered. Then what would the anti-gas agitators have done? They would have attempted to provoke criticism against the company for not being able to supply the needed gas when the agitators themselves have used every means in their power to so reduce gas rates that the company could not increase its gas-making capacity so as to be prepared for emergencies like that of the February cold spell.

When public service systems began to come the public offered great inducements to them. The railroads were given land grants. and towns and cities voted subscriptions to their capital stock until the practice had to be stopped by law. The national government financed the building of the first transcontinental railway and the state of Illinois helped in the building of the early railroads in this state. Other states did much the same. Cities and villages voted franchises to street-using corporations—water, gas, transportation. The people and the communities required them. No city in the United States has improved much, if any, in advance of its public utility systems. How can a city be greater than its water supply, its gas, or other public service? Undoubtedly investors in the first utility service systems in the cities, and in the railroads in the undeveloped areas, expected to make money from their investments; and, some of them did. More often they lost all. The idea that the railroads were built with money obtained from land-grant sales is a popular error. The total value of the land grants did not amount to more than one per cent of the value of the railroads.

During the times of the early great public demand for public service improvements the regulation of their services and rates was not even thought of. Street-using corporations were freely allowed to build where they saw fit, they were not as now under contract to extend their service at the command of regulating commissions. Many of them had perpetual rights in the streets—as is the case with the Chicago street railways. The Peoples Gas Light and Coke Company had authority to charge $3 a thousand for gas but soon found that there was most profit in much gas sales at lower price. Gradually the company voluntarily reduced its price, until, in 1916, it offered a schedule of rates ranging from seventy-eight cents to thirty-seven cents, according to quantity used. But the city council would not consider this offer because it did not give the small-users—who had many votes—as low a rate as the large users—who had few votes—which, of course, was out of the question. The elevated railroads had a full fare on each side of the city: but they combined and gave transfers all over the city for the same fare-rate and made it possible for the people to easily make transfer. Electric service in Chicago is the lowest-priced coal-generated energy in the United States and the largest in capacity. By the grouping and tying together with transmission lines of the electrical plants of the lesser cities of the middle west their service and rates are being made satisfactory to the public.

When political party lines began to disappear local election candidates turned their attention to public utility regulation promises. Street railway service at once became a burning issue in all of the great cities—New York, Boston, Philadelphia, Cleveland, Chicago. State socialism thrust in. City councils had no authority to regulate rates, but they undertook to do so, creating great confusion and burdening the courts with litigation. Outgrowing from this came the state commissions with power to regulate all public service concerns. For the most part these commissions do good work. But, now and then they are so beset by politicians that they are driven away from the exact line of duty—which they would prefer to follow. When this happens they prescribe rates which compel companies to go into court, forego improvements of service and practice pay-roll economies. When this comes about the company worker must suffer along with the company which employs him.

Geo. W. Weber.

Edison Switchboard a Busy Place

IN a recent edition of the *Edison Round Table*, employees' magazine of the Commonwealth Edison Company of Chicago, there was a story telling of the activities of the company's twenty-two position private branch exchange. There are 248 connecting trunk lines and 1,443 extensions. Among other things, it was stated that:

Broadcasting the praises of our telephone system and the personnel that makes it what it is to-day is like expressing a carload of sand to the dunes of Indiana: it is hardly necessary. On the other angle, we can't lose our perspective of the fact that our web of telephones constitutes the very nerve center, mouth, and ears of our company. Without it we couldn't function. We would be as mute as the Sphinx, and about as useful. Hence, give ear whilst we broadcast.

The company's RANdolph 1280 telephone system is big enough to give service to a city of 20,000 people, for instance: Appleton, Wis., Chicago Heights, Ill., or Logansport, Ind.

So you see that our telephone systems are mighty marts of labor; and most important labor at that. We couldn't function without it. Over the telephone is transacted every conceivable sort of business relating to our task of serving the public. When one figures out the myriad ramifications of the electricity supply business it is apparent that we could function without our telephone systems about as long as a bag of peanuts standing alone in the elephant's cage at the Lincoln Park Zoo.

Think well of the importance of our telephone department. Assist it to promulgate Edison Service by doing your stuff over the 'phone courteously, briefly and correctly.

Or Under 'Em

"PAPA, what is a pedestrian?"

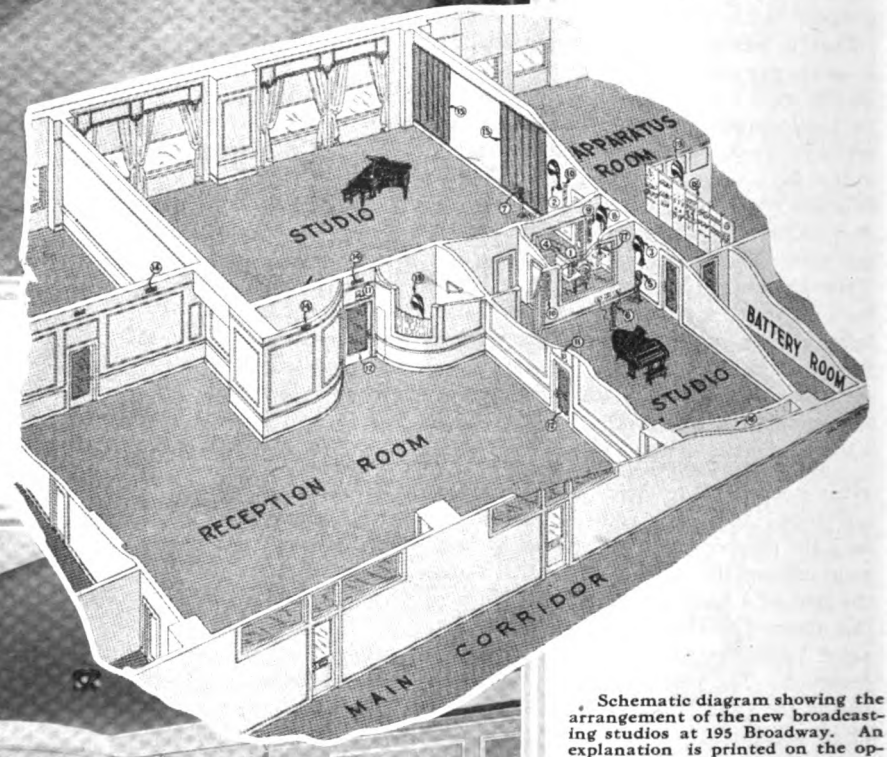
"An individual, my son, that is always found in front of automobiles."—*Le Rire.*

Digitized by Google



New large studio now in use.

"THIS IS STATION
W E A F
OF THE
AMERICAN
TELEPHONE
AND TELEGRAPH
COMPANY
NEW YORK"



Schematic diagram showing the arrangement of the new broadcasting studios at 195 Broadway. An explanation is printed on the opposite page.



Glimpse of the reception room.

Digitized by Google

WEAF HAS NEW BROADCASTING STUDIO

FORMAL opening of WEAF's new broadcasting studios at 195 Broadway, New York, on the evening of April 30, was attended by many newspaper representatives, who listened to a varied program which demonstrated the perfection of techique attainable with the new facilities. A loud speaking equipment in the reception room reproduced the concert rendered by the artists in the studios with a fidelity which proved a revelation to many present.

Brief speeches were made by Edgar S. Bloom, vice president of the American Telephone and Telegraph Company, in charge of radio, and by Arthur Batcheller, U. S. radio inspector for the Second District, which includes the New York metropolitan area.

The most important features of the new studios are the special arrangements designed to eliminate delays between numbers of the program and also the special methods introduced to make possible the perfect balance and placement of artists for the best radio reproduction. The delays in programs are eliminated by WEAF by the use of two studios. While artists are preparing to broadcast in one studio, the other is "on the air" so that when a number is completed, the other studio is ready to be switched on instantly.

WEAF's sound proof announcer's booth gives a clear vision to both studios. A loud speaker in the booth gives the announcer a reproduction of the performance in the studios as it is heard in the ether. Because of this arrangement, the announcer can place his artists about the microphone so that the best possible radio reproduction results.

On the opposite page is a schematic diagram showing the arrangement of the new broadcasting studios. The announcer's microphone (1) is located in a sound-proof announcing booth having double plate glass windows and giving clear vision to both studios. Special walls render the booth practically impervious to sounds from the studios. The loud speakers (2 and 3) in the studios repeat the announcer's introduction of artists and also enable him to give directions regarding the placement of instruments and singers while the studio is idle. Switches on the announcer's control panel (4) enable him to switch in his own announcing microphone or those in large and small studio (5, 6 and 7). There are two microphones in each studio, one regular and one emergency. The announcer's loud speaker (8) enables him to hear the performance as heard by the radio audience so that his directions are given from the audience's point of view. The signal lights (9 and 10) indicated by colored lights, whether or not the studio is on the air, the carrier wave is being sent out, the microphones are switched in or studio director or announcer are wanted on the telephone. Each door to the studios has a red signal light (11) which indicates that the studio is on the air. If anyone disregards this signal and opens the door when transmission is taking place, the loud speakers are automatically disconnected. As a further precaution the doors (12) are equipped with special knobs which can be opened only by some one familiar with them. A loud speaker (13) concealed in a horn closet, reproduces the broadcast entertainment for the reception room. A ventilation system through ducts (14) keeps the studios and reception room cool and comfortable under all conditions even though all windows are closed. Adjustable deadening curtains (15) are readily adapted to suit the music being transmitted. A double wall with dead air space (16) prevents radiation of hall and elevator noises from the main corridor to the studio. The announcer, who is the key to the whole situation, is in direct communication with the engineers through desk telephone (17). The equipment panels (18) are mounted with all the necessary apparatus for controlling the microphone amplifiers and input currents to the special cables connecting the studio with the broadcasting station as well as controlling and adjusting remote control telephone lines which operate the station from outside points. Special equipment for equalizing lines to correct attenuation as well as instruments for measuring the gain of any amplifier and group of amplifiers is provided. Behind the panels is a large loud speaker (19) which provides the monitoring engineers with either the studio output or with the output of a loop radio receiver.

Miss Reuse in Chicago Because of Mother's Illness

BELL System friends of Miss Mary T. Reuse, assistant to Vice President E. K. Hall of the American Telephone and Telegraph Company, will be sorry to learn of the continued disability of her mother, which will require Miss Reuse to return to Chicago on an indefinite leave of absence in order to be with her family.

The work in the interests of Bell System women, which has been initiated under Miss Reuse's direction, will be carried on and extended during her absence from New York by Miss Laura Smith, who comes from the Southern Bell Telephone and Telegraph Company where she was a member of the staff of the general superintendent of traffic, and by Mrs. Anna Shaw Reilly, who has been E. K. Hall's secretary.

While she is in Chicago Miss Reuse will do special work on the staff of S. J. Larned, general superintendent of traffic of the Illinois Bell Telephone Company.



A PAINTING OF PRESIDENT THAYER

The life size canvas from which this photograph is taken has recently been painted by Ernest L. Ipsen, a well known artist. The directors of the American Telephone and Telegraph Company have purchased this painting, which will hang in the headquarters of the Bell System in New York.

Digitized by Google

KEEPING FIT — *By Walter Camp*

1.—Danger Signals For The Man Who Neglects Health

We are very slightly changed
From the semi-apes who ranged
India's prehistoric clay;
Whoso drew the longest bow
Ran his brother down, you know,
As we run men down to-day.

—RUDYARD KIPLING.

AND so the chase goes on. It is still a pursuit, culminating in a contest. The scene has shifted from the jungle to the city, and the weapons are wits, not flinted arrows; but it is just as true now, amid steel and concrete, as it was at the outset on India's prehistoric clay, that the man of superior physical prowess wins the fight.

Stamina, not wishing, wins success. The will to victory alone is not enough. In the battle of life, as we live it to-day, the men who have the physical fortitude to pull up their belts another notch and go out in gruelling competition to get what they want are the men who get it.

This is not an invariable rule. There are men who succeed in spite of neglecting the proper healthful precautions. On rare occasions such an exception may be discovered. But the chances are more than a million to one that you are not that exception.

Unless you are certain that you are exempt from the operation of proved physical, social and business laws, it is an obligation to yourself, your business and your home to give thought to your bodily soundness. You would not think of making a deal with a man you knew to be mentally unsound. You may find some day that it is not judicious to make a deal with a man whose bodily sanity is too far below par. Others may possibly come to that conclusion, if you don't watch your step, about you. The state of the body affects a man's mental condition and his judgment.

That is not an extreme statement, even though it may sound so to you. How necessary, then, in your own case, to take heed of the facts! It is true that you may not add a cubit to your stature by taking thought; but certainly you can immensely improve your chances in life—unless you are now in tiptop form—by taking thought of your physical condition. Football and crew men go into training for their contests; business and professional men require just as much training, but of a different sort, for the struggle they undergo. Both the college athlete, and the man in modern life must have vigor, but they arrive at it by divergent paths. You cannot scrimmage in a football game until you have by a rigorous process hardened your body; nor can you do the exacting work demanded of you in your chosen line, whatever it may be, without achieving and maintaining a certain condition adapted to that purpose.

The successful man is the man who takes pains to see that there is no weak link in his chain—that no department nor subordinate fails him when a crisis comes. In the same way must this man regard his own possibilities and limitations. Like the captain of a football team, he must not only see to it that his men are fit—he must himself be fit, when the day of his great effort comes. The failure to comprehend this has found many a man in business, at the time when the touchdown of success was in sight, unable to summon the strength and stamina necessary to carry the ball over.

Touchdowns in business, then, require physical fitness as on the gridiron. A few of our ablest and most successful men have their own personal physicians and personal trainers. This is because they realize what a tremendous asset this kind of training gives them, and yet do not feel competent to oversee and carry out a program for their health.

But where there are a few men who can afford these luxuries of expert advice and direction, there are thousands of eminently successful men who would scorn such measures, deeming them unwarranted extravagance in money and time. It is in order to give these men an equal opportunity in driving their engines to the full limit of safety and efficiency that these articles are being written.

Most men do one of two things: Either they go far beyond the safety point through ignorance or carelessness or preoccupation with business affairs; or, suddenly alarmed, they slow down and never afterward can get up speed. But a little judicious consideration would have enabled all of them to avoid either extreme.

I shall set down in these articles not only the general principles to be followed in achieving and maintaining physical fitness, but also rules for meeting certain particular emergencies, of which use can be made when occasion arises.

Let us consider first the topic of work and rest. There is a Biblical injunction concerning rest, and a small minority of our population seems to think it was meant to apply the year 'round. These articles are addressed to the normal majority who work and like to work.

Work does not kill nor injure; worry does.

Labor is natural to the human machine—either mental or manual labor. But, whether the work be with the brain or the hands, worry can ruin all the processes of that machine.

Rest is vital to repair the human machine. Unless it is taken regularly the engine begins to deteriorate, and then work becomes not only ineffective but injurious. The average man soon learns, if he be reasonably observant, that when he has overworked without his proper periods of rest, the process is marked by decreased efficiency, greater irritability and then an increase of worry.

Irritability is a danger signal. As it increases it has the double effect of spoiling the man's own efforts and of upsetting and making less efficient all those with whom he comes in contact: first his own assistants and other subordinates, then those outside his organization with whom he transacts business.

Sometimes it costs a lot to get mad. Many a deal which promised profit and prestige has been spoiled by a fit of temper. That is a sacrifice every man would rather avoid if he could—and he can. But he should remember in addition that anger has a distinctly injurious physiological effect upon himself. Repeated fits of it are ruinous to health. There are two cures for it, one temporary and one permanent.

The first cure should be applied immediately. It is just to hold your tongue and breathe steadily and deeply ten times. (I have known the most hot-tempered men to learn to do this without fail. Then say aloud: "What difference will this make a hundred years from now?"

The deep-breathing is not intended

A Noteworthy Series By A Great Authority

Walter Camp, probably the greatest living authority on athletics in this country, is going to tell readers of the BELL TELEPHONE NEWS about "Keeping Fit."

Special arrangements have been made with Doubleday Page and Company for the publication in this magazine of a series of articles by Mr. Camp of which this is the first. These are not mere sermons on health but are real messages from a real man, which will be enjoyable as well as profitable to every red-blooded man and woman in the telephone organization.

Digitized by Google

merely to gain time. It takes the blood into your lungs and out of your head, for it has rushed to your head when you got mad. And so you will find that your anger has subsided, and that you are fairly normal. If you really wish to fight you will then be a far deadlier antagonist for your opponent. Sometimes your opponent may goad you to wrath just to get the better of you. Don't let him do it.

The permanent cure involves an audit of your conduct of life. Go at it like an expert accountant, and search out the error which is responsible for this thing. Wherein have you transgressed against health. It may be that you have over-worked without the proper safeguard. It may be indiscretions in diet. It may be sleeplessness. It may be too much smoking. It may be any one of a dozen other things. You will know it when you find it, although you may not want to admit it. You must face it, and you must audit it in red ink.

Let us say it is too much smoking. You have got into the habit, say, of lighting one cigar from another, or one cigarette from another, and you are hardly conscious of doing it. The thing has become automatic. But you have a notion that smoking helps you concentrate on your problems—and so it may, in moderation. In excess it dissipates your power of concentration. Treat it as a business matter.

If you had a neglectful, disloyal or dishonest employee you would fire him, wouldn't you?—even though you had a strong personal liking for him. You would fire him as a matter of business. You wouldn't let your personal preferences stand in the way. Are you going to be soft with yourself when you wouldn't be soft with another man? Face the facts.

Whatever the nature of the error your audit turns up, one of the first steps toward getting back to normal is moderate exercise and fresh air. I don't mean an orgy of sweating handball or tennis or dumbbell-heaving. What you need is a modest, sensible amount of physical activity each day.

Bad temper, worry, breakdowns, are unnatural; they can be averted. They are readily curable by physical and mental processes.

Copyright, 1923, by Doubleday, Page & Co.

Walter Camp Epigrams

"Stamina, not wishing, wins success."
"The man who pulls the longest bow succeeds to-day as of old."
"Hard work does not injure nor kill; worry does."
"Irritability is a danger signal."
"Touchdowns in business require physical fitness as on the gridiron."
"Bodily training is as essential in commerce as in the college."
"Rest is vital to repair the human machine."
"Bad temper, worry, breakdowns, are unnatural; they can be averted."

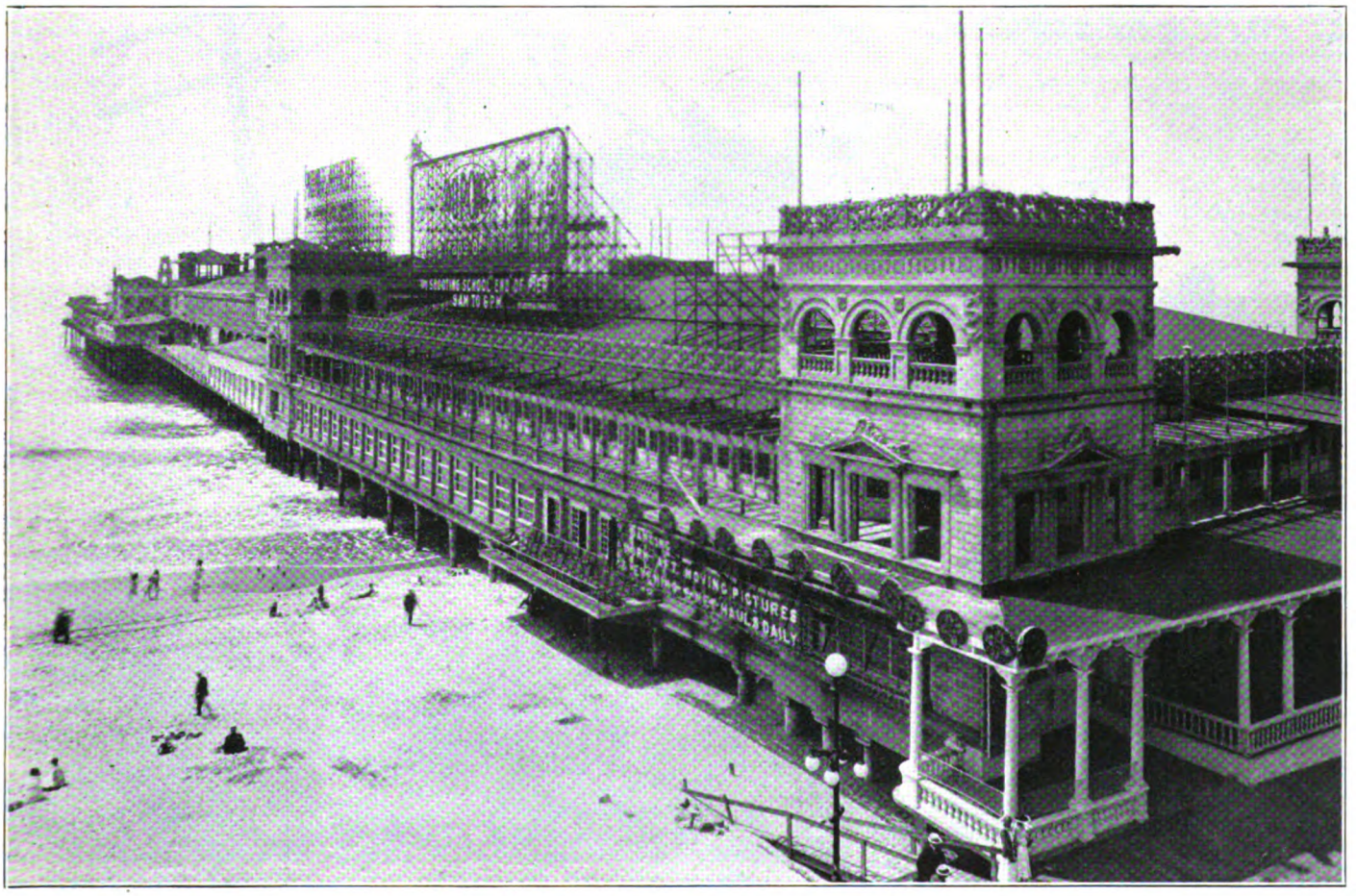
Pioneers Planning For Atlantic City Meeting

PERHAPS you do not usually plan for October in June, but this year is an exception. It's not a bit too early for Pioneers to begin making their plans for October 19 and 20. Those are the dates set for the Tenth Annual Convention of the Telephone Pioneers of America.

Our friends of the Bell of Pennsylvania, the host company, already have their plans well under way.

All Pioneers know where the meeting will be held—Atlantic City, "the Playground of the World." And it is well named.

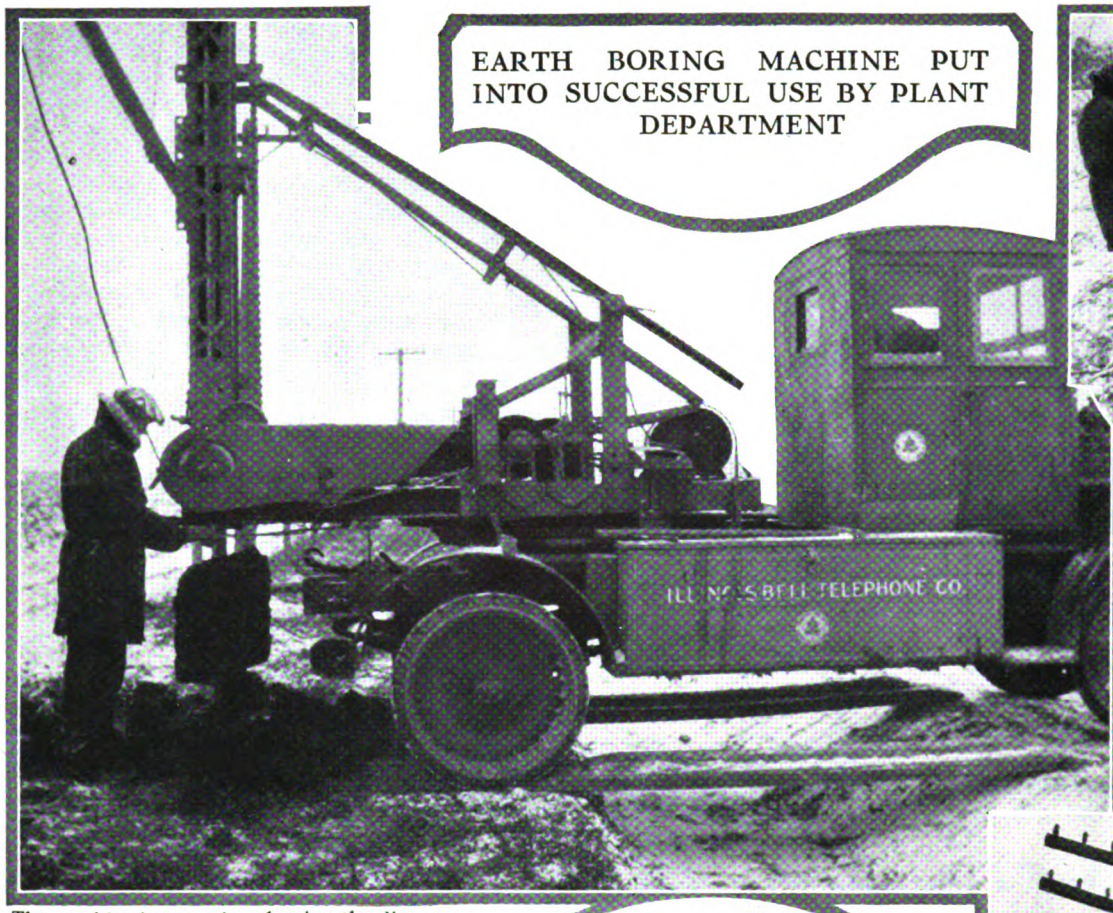
(Continued on page 30)



THE MILLION DOLLAR PIER AT ATLANTIC CITY
An amphibious building—part on land and part in the water—where the Telephone Pioneers of America will meet next October.

Digitized by Google

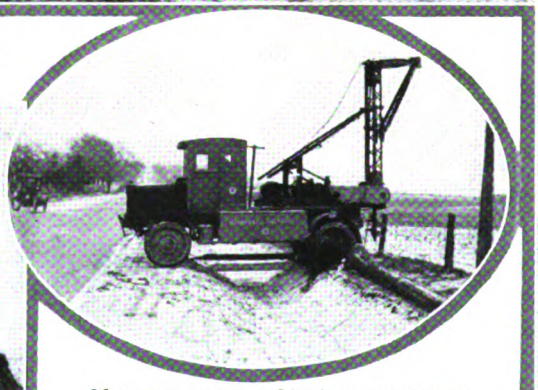
EARTH BORING MACHINE PUT INTO SUCCESSFUL USE BY PLANT DEPARTMENT



The machine in operation showing the dirt removed each time the auger is pulled up. The auger is spun rapidly and the dirt distributed evenly around the hole.



Above—The machine is starting to dig a pole hole.



Manoeuvering across ditch preparatory to digging hole.



Lifting pole to be set in the hole.



Digging hole under difficulties on high embankment off the road.

Pole being moved toward sidewalk on account of road improvements. The new hole has been dug, pole pulled out and ready to be set in the new hole, crossarms and wires all remaining attached.

Digitized by Google

Earth Boring Machine Saves Time and Money

AN EARTH boring machine has been developed by the American Telephone and Telegraph Company and has been in use by the Suburban Division of the Illinois Bell Telephone Company for the digging of holes and the setting of poles. It was built by the Winther Motors Company of Kenosha, Wis., and consists of a four-wheel-drive, three-ton truck with the boring apparatus mounted so that the power required to drive the auger is taken directly from the truck engine. The boring apparatus is mounted on a turntable so that holes may be bored from either side or from the rear of the truck. The machine is equipped with a pole raising derrick and winch so that all sizes of poles can be conveniently handled.

The machine has been of extreme value in coping with a large construction program which otherwise would have been seriously delayed and made much more expensive because of the shortage of good common labor.

In addition to digging holes and setting poles on new lines, the outfit has been extremely valuable in moving existing pole lines, a vast amout of which has had to be done because of state and county highway improvements. In this work, the machine digs the new hole, lifts the pole out of the old location and drops it into the new hole. In this operation it is not necessary to untie the wires from the line as would be necessary if the work was done by hand.

Some of the best day's records of the machine are as follows:

Sixty-eight holes were dug and the same number of thirty and thirty-five foot poles set in one day at Berwyn.

Sixty-five holes were dug and the same number of twenty-five and thirty-foot poles were set in one day at Peotone.

Another day's work was sixty holes dug and the same number of twenty-five and thirty-foot poles set on the Geneva-Elmhurst toll cable job.

Sixteen toll line poles carrying from three to four full crossarms of wire were moved at Wauconda and twelve poles carrying full crossarms of wire were moved at Naperville.

May Rush Has Come and Gone

"IN the spring a young man's fancy lightly turns to thoughts of love," so sang the poet in days of old, but he didn't live in the twentieth century, when the spring brings thoughts of moving to the young man's family and often to the young man himself. Especially is this true if the young man works for the telephone company, not so much because he thinks of moving himself, but because of the effect moving has on him in the form of the annual May rush.

Telephone companies have this rush with them every year, so the story is an old one, but the methods of handling the rush in the Chicago Commercial Department this year was different than in former years. The unit system of the organization which went into effect the latter part of January and was told about in the March issue of the BELL TELEPHONE NEWS, was functioning smoothly, and allowed a greater volume of work to be handled in a better manner than ever before.

Under the former functional organization, orders and contract inquiries received by telephone were handled over a twenty-eight position order table, known as OFFicial 9100. From March 15 to April 30, each year, this table was constantly taxed to capacity to handle the incoming telephone calls and for the ten days preceding May 1, it was always necessary to provide as many terminal lines as could be spared from other work, to install a group of exchange lines and to call in the commercial agents to man the temporary lines. Even then it was most difficult to handle the great volume of traffic around May 1 so that during many periods each day the operating force was obliged either to report, "All lines busy," or take subscribers' numbers to call them back. Under the present plan there are more than three times as many terminal lines in the Commercial Department available for incoming calls with the result that in April of this year no "busy" reports were given to calling subscribers. One factor that made this record possible was the excellent service rendered by the Traffic Department in the operation of the fourteen-position OFFicial 9100 private branch exchange, which was installed the early part of this year for the exclusive handling of Commercial Department traffic. Approximately 365,000 telephone calls were handled at this switchboard during the month of April.

No matter how efficiently orders are taken, it remains for the Order Section to prepare promptly a typewritten order of instructions to the various departments to set the many wheels in motion. From April 1 to 29, inclusive, they issued more than 2,000 orders on twelve different days, ranging from 2,017 to 2,824 per day. On April 30, the peak was reached, when 3,186 orders were issued in eight hours. The total orders issued in April, amounted to 51,501, shattering all previous records. Of this number, there were 21,436 "move" orders, 10,800 new installations, 9,754 "out" orders, and the balance, changes of service and miscellaneous orders. Some idea of the work involved in issuing and distributing this number of orders may be gained from the fact that the 51,501 orders consisted of 620,000 separate copies, each one of which was used by one or more employees involved in the work of handling the orders.

The rapid growth of the telephone business in Chicago is reflected in the following comparison of orders issued during April of this year, April, 1922, and for the same periods five and ten years ago:

April, 1922	April, 1923	Increase	Percentage Increase
44,834	51,501	6,667	15%
April, 1917			
35,883	51,501	15,618	43½%
April, 1913			
28,154	51,501	23,347	83%

Plant Department business has also increased this year. Move orders were 3,653 higher this year than in 1922—an increase of approximately twenty per cent. Many subscribers this year anticipated their moves and sent their orders in ahead of time so that work in the Plant Department, while of a larger volume, was less bunched this year than in former years.

One thing, however, which increased the work, was the large number of people moving into new buildings, making it impossible to make use of instruments already installed. The increased number of orders for changes in classes of residence service had an unforeseen growth in certain localities and this, of course, increased the number of plant orders necessary to get cable pairs available at the required localities.

The following increases for the first half of May give an idea of the additional work done this year, as compared with 1922:

Commercial orders reported completed in 1923.....60,336
In 1922 53,171
Increase 7,165
Percentage increase 13.5%
Plant orders (necessary transfers and cable changes), 1923.19,932
In 1922 15,945
Increase 3,987
Percentage increase 25%

The Maintenance Department heads have thanked their individual workmen who made these results possible, and also expressed their hearty appreciation of the coöperation received from the Commercial, Construction, Engineering, the Traffic Departments and the Department of Buildings, Supplies and Motor Equipment.

Seeing Your Duty

There are none so blind that they cannot see the other fellow's duty.

Preventing accidents is a duty.

Digitized by Google



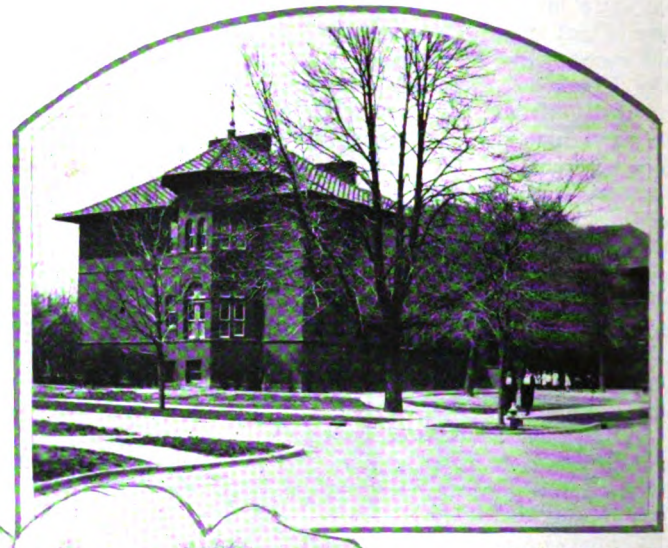


At the left is the village hall. Above is a beauty spot on Sheridan Road. And it is the church used for the wedding scene in "A Telephone Romance," a moving picture made by employees several years ago.

WINNETKA IS STILL A "BEAUTIFUL LAND"



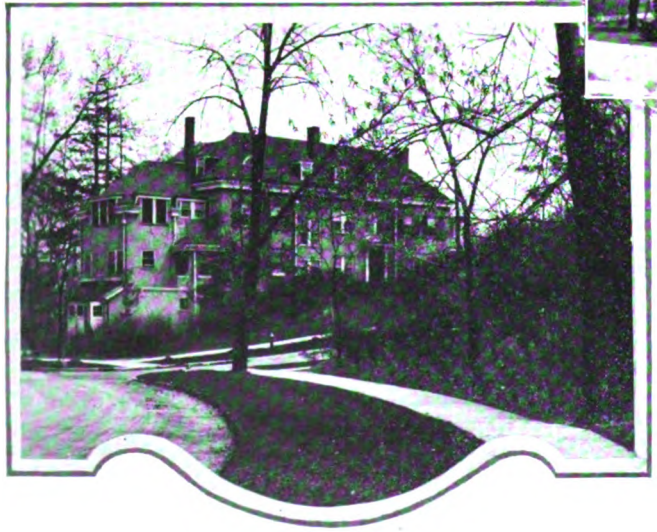
One of the hundreds of bungalows in Winnetka.



(Above) Public School.



(Left) A residence scene.



(Right) Public Library.



(Left) Another Winnetka home.

Digitized by Google

WINNETKA AN INDIAN EXPRESSION SIGNIFYING "BEAUTIFUL LAND"

ONE cannot help but recognize the name Winnetka as one of Indian origin, and it is most happily chosen as the name of a village, just a few miles north of Chicago. In the Pottawatomic language this euphonious word signifies "beautiful land."

Long before the white man came to this place, it was the camping ground of a Pottawatomie tribe which spent its summers here and in the fall migrated as far south as the Ohio River, camping, hunting and fishing as they moved south to a milder winter climate, always returning to their "Winnetka" in the early summer.

It was about seventy years ago when Charles E. Peck took steps to have the present town of Winnetka platted and recorded as a village, and it was his wife, who, wishing to perpetuate the Indian title and romance, gave the town the name it now so appropriately bears.

Mr. Peck and his wife had come here in 1853, and the following year the "Chicago and Milwaukee Railroad" was built from Chicago to Winnetka. There were four stations on this road; namely, Chittenden, since renamed Calvary, Evanston, Wilmette and Winnetka, which for quite a while, was the northern terminus of the road. It would seem as if the old "turntable," just north of the present depot, stood as a kind of mute witness of the time when all the locomotives running into Winnetka had to be turned around and headed for Chicago.

Did we say all the locomotives? All—was not many, for there were but two trains a day, each way, and no great flock of engines were needed to handle the traffic of that day and date.

The first timetable was printed in 1855, and the first engines were of the wood burning type.

At the same time, this twenty-mile, five-station railroad was being built, another and a similar project was started in Milwaukee, building southward under the name of "The Milwaukee and Chicago Railroad." These two roads were ultimately extended and united into the present Chicago and Northwestern Railway.

At this time the Winnetka area was largely a dense natural forest of great oaks, most of which were felled for lumber and firewood, the trees of to-day being for the most part second growth timber.

One of the early settlers was one John Garland who bought the old Patterson tavern or roadhouse just south of North Avenue, on what is now known as Sheridan Road.

We, of to-day, must not misunderstand the meaning of roadhouse, as applied to the tavern of sixty years ago. Then the roadhouse was usually a stage coach terminal or transfer station, and as such, perfectly respectable.

We are impelled to mention this particularly because the proprietor of this North Avenue roadhouse, Mr. Garland, was of a pious turn of mind and it was he who gave the ground for and erected a chapel at his own expense right where that pretty stone church now stands in the northeast corner of the village.

You have doubtless seen the beautiful ivy-covered church on Sheridan Road in Winnetka. That's the place. Of course, this isn't the original structure, but we wish to call our readers' attention to this church because it was chosen as the place for taking a moving picture wedding scene in the photo-play known as "The Telephone Romance," written, produced, photographed and shown entirely by employees of our company just before the war.

Many Chicago citizens, encouraged by Mr. Peck, had come to Winnetka and invested in real estate for their future homes and this was at a time when a Winnetka lot was a near-farm—not a city lot, 25x125, but a regular "landed estate."

Right after the great Chicago fire of '71, there was quite a migration of people to Winnetka. Railway service back and forth had improved, and Winnetka began to be a regular suburb of Chicago.

Then it seemed to stop growing for awhile or at least grew rather slowly until about 1890, when another period of steady and healthy growth began that has never slacked up to any appreciable extent. Until this time (1890), there were no paved streets. It was a town of mud roads. But now unpaved streets are hard to find within the limits of the village.

And village it still is, since it has never sought a city charter, evidently feeling that for its purposes, the village form of management is preferable to the municipal.

Winnetka is all right as it is! The village boasts of a novelty in its school system; namely, a $400,000 school building, erected and equipped wholly by private subscription instead of property taxation.

The first school was established in 1854-55, and for a while, was in a private residence, and was presided over by a niece of the same Charles Peck who started the town on its way to success and importance.

The public library, established formally in 1890, was housed in the village hall until twelve years ago, when it was moved to its present quarters in a building presented to the village by Mr. and Mrs. Henry Bross Lloyd.

The Village Hall, built as a theological seminary by the Baptist Church, was primarily intended as a kind of training school in connection with the original University of Chicago, but plans were altered and the town bought the building for its business offices.

One of the interesting things said of the town is that future plans comprise twenty-two park areas, which will add not a little to the already striking value of the place as a residential suburb.

The village community house is a splendid example of its kind and is helping to build up a community spirit, which should be the example, if not the envy of other towns similarly situated.

Winnetka claims to pull together and the town itself is proof of the statement, and undoubtedly one of the most important factors, contributing to this spirit is the community house. Last year, it was used by sixty-one different organizations, and recorded no less than 85,000 visitors.

No wonder Winnetka is progressive. In about twenty years, it has grown over 300 per cent in population without taking on any added territory.

In addition to the community house, library and village hall, there is the water works and power house, adequate bathing beaches, a large public golf course, and as before stated, twenty-two parks, and probably not many "For Sale" signs in the whole village.

Besides, we have heard it said that few die and no one moves away from Winnetka. Many hundreds of Chicago business men have their homes there and travel to and from their work by train or automobile.

While we undertook to take a few pictures of residences, our photographer declared that there was no choice, because there were so many wonderful ones that it was almost unfair to take a few.

Winnetka has recently taken on an added tendency to grow and grow fast. We, of the telephone business, know this because we have to keep up with progress, or rather anticipate it wherever possible.

Right now, the telephone demands of Winnetka have been

Digitized by Google

WINNETKA BRANCH OF THE TELEPHONE FAMILY







Mrs. Marie Kelley, Chief Operator.



Miss Eleanor Scully, Cashier

Above at left—Miss Florence Burgdorf, Operator.



Left to right—Rudolph Peterson, Repairman; J. J. Sauer, Jr., Wire Chief; Harry Deily, Installer.



Left to right—Misses Mary Kucera, Midlini Troiani, Margaret Taiser, Marie Dunham and Lillian Matson, Operators.



(At left) Left to right—Misses Hattie Saas, Marie Christian, Evelyn Lingle, Gladys Holland and Eleanor Bartlett, Operators.



Mrs. Margaret Ware (left) and Mrs. Ida Rideout, Night Operators.



Left to right—Mrs. Lottie Trudell, Miss Irene Rioux, Mrs. Nora Russell, Misses Katherine Wood, Esther Dolly and Amanda Toscani, Operators.



Miss Cecelia Schieber, Senior Supervisor, (left) and Miss Mabel Lapp, Central Office Instructor.

Digitized by Google

the immediate cause of extensions to the system, and the Western Electric forces are busily engaged in putting in additional equipment in the telephone exchange, while the outside construction forces are struggling hard to take care of the field work.

A large percentage of the people here are Chicago business men, and this partially accounts for the fact that about twenty-five per cent of the telephone calls are toll calls.

The exchange now has nearly 3,000 subscribers and when the Western Electric men finish their present extensions, the telephone switchboard will have no less than eighteen positions, and, if the town keeps on growing at its present rate, we may yet have to make further extensions to the plant.

Thinking of these things leads us to the inevitable conclusion that the world is growing faster and faster, and the telephone is one of the most important aids to that end for it brings us together.

That is what keeps Winnetka and also every other town in close touch with the big world around us.

C. H. Rottger Completes Forty Years of Service

TUESDAY May 1, C. H. Rottger, president of the Indiana Bell Telephone Company completed forty years of telephone service. Mr. Rottger is well known to Illinois telephone people, as the majority of his telephone service has been in Illinois with the Central Union Telephone Company. In 1892, he was made manager at Springfield; in 1901, he became district manager of the Springfield District. From 1903 to 1914, he was in Illinois in the capacity of division superintendent, general superintendent, and later, commercial superintendent. In 1914, when the territory of the Central Union was on a territorial basis, Mr. Rottger was made general manager of the Illinois Division, and continued in this capacity until December, 1920. A little over a month before, in October, Mr. Rottger had been made vice president of the Indiana company. On December 1, he left the Illinois company to give his whole attention to Indiana affairs. On October 28, 1921, Mr. Rottger was elected president of the Indiana company, succeeding Edgar S. Bloom, who was made chairman of the board.

Mr. Rottger's many friends throughout the Bell System from H. B. Thayer on down the line, sent many messages of congratulation, or came to see him personally. Those reporting to Mr. Rottger at the Indianapolis office presented him with a large basket containing forty American beauty roses.

Do You Know That—

SIXTY per cent of the concerns in the United States fail sooner or later and that only fifty per cent of them pay dividends; that only six per cent know their costs; that eighty per cent of the new concerns fail, reorganize or change management at least once during their existence?—Tom Dreier, in *Forbes Monthly*.

DO YOU REMEMBER 'WAY BACK WHEN—



This Photograph Was Taken in Jacksonville in 1914? Among those present are—top row, fourth from left—Irving O. Schultze, district plant chief, Moline, and who was a repairman at that time. Bottom row—fourth from the left—Richard D. Wallace, division equipment supervisor, Illinois Division, who was at that time, chief inspector in the Jacksonville exchange.



Part of the Interior of Springfield Office Looked Like This in 1906? Standing at the window is Verne Ray, then manager; in the left foreground in shirt sleeves, is E. R. Cogswell, then wire chief.



This Switchboard Was Used in Champaign in 1914? It was modeled from an old Springfield toll board and had an operator's position at each side of the board facing each other. Lines terminated on both drops and jacks with associated lights.

Digitized by Google

A VAIL MEDAL WINNER SHARES THIS PAGE WITH OTHER ILLINOIS PEOPLE



(Above) Maude Henke, Night Chief Operator at Quincy, a Vail Medal Winner.



(At left) Miss Ida Forslund, Rock Island.



D. Merriman, Bluffs Operator, Peoria.



Miss Blanche Merrick, Rock Island.



W. H. Work and J. J. Brewder, Station Installation Foreman, Chicago Maintenance Department.



P. B. X. Girls Who Visited the Peoria Operating Room. First row, left to right—Dorothy Pein and Margaret Plummer, Illinois Traction System; Edna Kyle, Illinois Bell; Gertrude Erdman, Cadillac Motor Sales. Back row, left to right—Eleanor Clifford, P. B. X. Instructor; Gertrude Petzing, Peoria Journal; Josephine Eichenberger, Peoria Life Insurance Co.; Nellie Naylor, Standard Oil Co.; L. Backes, Hart Grain Weigher Co., and L. Stabb, First National Bank.



A Group of Happy Operators from Bluffs Office, Peoria.
First row—A. Sherrill, Repair Clerk.
Second row—M. King, Operator; M. Madden, Clerk.
Third row—E. Chapman, S. O. Operator; M. Kelch, Chief Operator; M. Imes, Operator; M. Sherrill, Operator, and A. Chamberlain, Central Office Instructor.



Mrs. Theresa Rottenberg, Formerly Miss Vavrick, a Wabash Operator Who Was an April Bride



Evanston Girls Who Gave a Shower in Honor of Mrs. Laura Samway, Who Became Mrs. LaVerney, on April 14.



E. G. Tully, Supervisor, Final Bill Section, Chicago Commercial Department, and His Children, "Listening In," to Find Out What the Radio Waves Are Saying.

Digitized by Google

TELEPHONE EMPLOYEES IN THE "BELL REVUE"

IT would require a far more able pen than that of the present poor scribe to do justice to the "Bell Revue," which delighted 3,000 telephone employees and their families and friends at four performances at the Aryan Grotto, Chicago, May 5 and 6.



BAYARD H. TEXTOR

On Pages 24 and 25 of this magazine are photographs which show all the performers with the exception of a few who did not get into the pictures. Look at these pictures and you will get a better idea of the "Revue" than any amount of description could give.

The affair was arranged by Bell Post No. 242, American Legion, and the performers, without exception, were employees of the Illinois Bell Telephone Company. The proceeds went to the service and welfare fund of the post. In this respect the show was somewhat of a disappointment. On account of heavy expense the net proceeds were not large. But the true spirit was behind the work of the legion men and the performers and the show could not in any sense be considered a failure.

It required many weeks of careful preparation and rehearsal and hard work. B. H. Textor of the Plant Engineering Department arranged the show and it was produced under his direction. Mr. Textor has had stage experience which stood him in good stead in this work. Ed Moebius and his faithful orchestra are entitled to a generous share of the credit. Their work was superb.

The performance was modeled after the stage reviews made popular by Florenz Ziegfeld and George White. There was a lot of comedy, a lot of dancing, a lot of regular music and a lot of jazz. There were no breaks or pauses. Everything went with professional sureness and ease. The stage settings were carefully designed and the stage effects executed with fidelity and realism.

Comedy parts were in the hands of Miss Corrinne Mount, Lake View Office; Bill Houchins, Maintenance Department; Jim Cleary, Plant Engineering Department; Dan O'Grady, Building Department; Joe O'Grady, Assignment Division, and S. G. Heidenrich, Plant Engineering Department. Miss Aerial Potter of Superior Office, with her violin, was the instrumental soloist and the vocal soloists were Miss Marjorie Smith, Commercial Department; Miss Martha Slack, Dearborn Office; Miss Florence Schroeder, Traffic Department; Miss Ruth McClusky, Traffic Department; Charles Hess, Maintenance Department; Harry A. Santos, P. B. X. Installation Division and J. B. McCarthy, Installation Division.

The American Legion boys themselves contributed two scenes, one of them, "Relieving The Watch," gave the audience some idea of what happened in 1918 when a German submarine was encountered by an American transport. The other scene, "In a Shell Hole" gave a picture of night life in the trenches and its alarms. Both of these were very realistic and effective.

The four audiences were vastly impressed by the finished quality of the performance. It would not have seemed possible that so many performers with this amount of talent could have been found in the telephone family. But, as an official was heard to remark, "It is the same old Bell spirit." These young men and women started out to do this thing, and with characteristic determination and energy they did it and did it well.

The BELL TELEPHONE NEWS is asked to call particular attention to the omission from the groups, of Harry A. Santos, soloist, who, through a misunderstanding, left before the picture was taken, and Miss Grace Westphal, of the Maintenance Department who, after rehearsing faithfully, was taken ill and was not able to appear at the performances. Miss Westphal was on the program for the hesitation dance in the "Evolution of the Modern Dance" feature and was to have been one of the English Daisies in the "Cocktail of Flowers" feature. She had also been expected to carry the part of "LaBelge" in the "European National Parade" in "The Melting Pot" feature.

Operator Commended for Stick-to-it-iveness

HOW many Johnsons or Johnsens are there in the Chicago telephone directory? Miss Margaret Roberts, an Oak Park information operator, has good cause to know, for she recently searched through the eight pages of these names to find a particular subscriber who was identified by his last name and address only. Miss Roberts received the query from an Oak Park subscriber and attempted to find the telephone number by means of the address. On her first attempt she was not successful, and reported to the subscriber, who thanked her, but in a very disappointed tone of voice.

Miss Roberts worked on a morning-evening trick, and when she went home at noon, the call was still on her mind. During the afternoon, she again looked through the telephone directory, this time including the Johnstones in her search, and finally located the right party. She called up the subscriber from her home and gave her the information. The subscriber was most grateful, and a few days later, Miss Roberts received a gift of very fine handkerchiefs.

Ethics of the Public Utility Industry

"THE public utility industry," declares Wiggington E. Creed, president of the second largest hydroelectric enterprise in the United States, in *Forbes Magazine*, "has been revolutionized in its ethics and standards. Its ideal must be and now is *service*, and it is worth while devoting one's life to making this new ideal a reality to the people. There is a tremendous lot of fun in dealing directly and frankly and honorably with the people, and in striving to promulgate in the public utility world that state of mind which makes a man say, 'What can I give?' instead of 'What can I get?'"

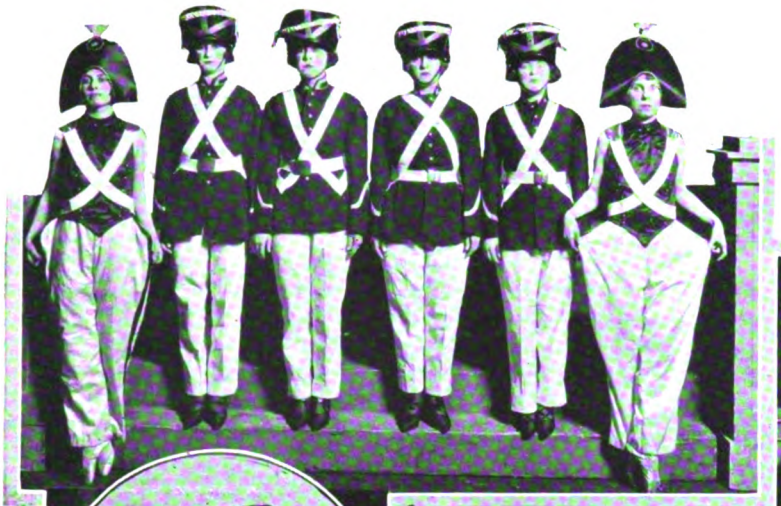
Switchboard Heroines

THE story of switchboard heroism told yesterday as an incident of the Wells Street fire is not a new story, but it is one well worth the telling and deserving more than a passing thought because of its tribute to the finer spirit of humanity.

Heroism has become a tradition of the switchboard. It has lifted an otherwise prosaic and exigent occupation into the realm of greatness. The nine girl operators who stuck to their posts, plugging in and out, while the smoke choked them and the crackling of flames grew louder, by their fidelity saved the lives of scores who might have been trapped. They lived up to the tradition. They risked much for the sake of duty.

All of us are helped by the gleam of splendor that such an incident emits from amid the drab and sordid circumstances of life in the busy center of a big city. It is a sudden revelation of what men and women can be; of the soul qualities that make worth while every effort to conserve and cultivate the human values.—*Chicago Evening Post.*

Digitized by Google



(Above) The Toy Soldiers: Mary Burns, Helen Dolan, Margaret Flynn, Anna Gorhan, Letha Brooks, Louise King.



(At left) The tango as portrayed by Marjorie Smith, Commercial, and William Bright, Assignment.



"THE B

Here are t
and Boys W
and Sang
duction of
Legion.

The Review of Nations: Bottom row—E. Barys, M. Haas, E. Stigler, E. Vavricek, H. Cary, H. Millostan. Second row—S. Preisinger, E. Decker, B. Buckley, D. Brown. Top row—M. Grady, R. McClusky, F. Schroeder and E. Mittmann.





(Above) Cocktail of Flowers and Flower Ballet:
Sitting—Isabelle O'Connor.
Bottom row—Esther Soravia, Mary Burns, Elsie Vavricek, Ruth McClusky, Harriet Millostan, Louise King and Fritzie Moore.
Second row—Marion Surges, Babe Buckley, Esther Fishman, Edna Decker and Luzella Kane.
Third row—Edna Mittmann, Florence Schroeder, Maud Haas, Mertle Pretzer, Dolly Brown.
Top row—M. Grady.

The Balloon Festival:
Mary Burns, Helen Dolan, Anna Gorhan, Martha Slack, Margaret Flynn, Letha Brooks, and Louise King.



(At right) Mr. Gallagher and Mr. Shean, better known as Dan and Joe O'Grady of the Building and Assignment Divisions, respectively.

Digitized by Google

ELL REVUE"

s Telephone Girls
o Danced, Romped
rough This Pro-
ill Post, American



Army and Navy group: Jim Cleary, J. C. Doyle, F. E. Norwood, E. E. Frangquist, T. J. Eviston, A. G. Wertz, and James Reilly. Second row—William Gerlich, L. Crow, F. W. Forsheim, P. J. Moore, C. C. Bohn. Third row—C. Colton, J. L. Moran, H. Colton, H. W. Knight, E. C. Churchill, S. Herold, S. G. Heidenrich.



Pleasing Solo Dancers: Ruth Ackerman and Marcella Lordan.



(Above) "The Sheik": Charles Hess, Maintenance.



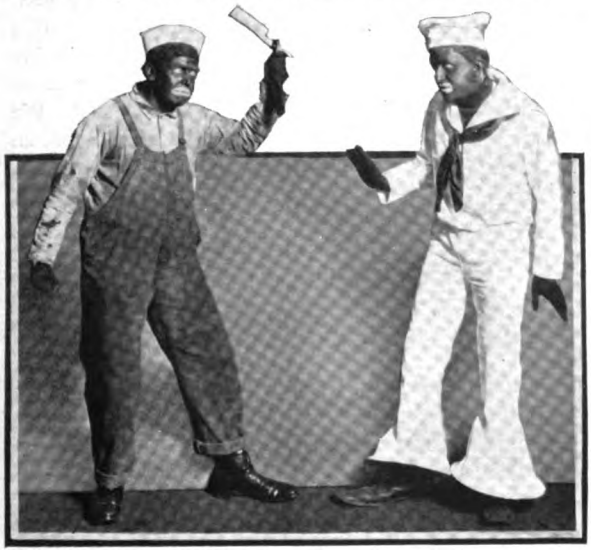
(At right) Miss Gertrude Schaffner, Page in the European National Parade.



Aunt Jemima and Her Girls: Eleanor Barys, Edna Stigler, Esther Fishman, Harriet Millostan, Elsie Vavricek, Grace Koch, Luzella Kane, Florence Schroeder, Marion Surges, Edna Decker, and Corrinne Mount.



(Above) Modern Dance Group: Bottom row—Aerial Potter and Maude Haas. Second row—J. B. McCarthy, Grace Meyers, Alice O'Grady, Ruth McClusky and Joe Fenchel. Third row—R. E. Harmas, Babe Buckley, Mertle Pretzer, Marjorie Smith and William Bright. Fourth row—F. V. Mulcare. Top row—M. Grady, Sam Brodsky Shirley Preisinger.



(At left) Alabama and Louisiana at Sea: Bill Houchins, aintenance and Jim Cleary, Photographic Division.

Digitized by Google

Bell Telephone News

Published Monthly by
ILLINOIS BELL TELEPHONE COMPANY

B. E. SUNNY, *Chairman, Board of Directors*
W. R. ABBOTT, *President*
F. O HALE, *Vice President and General Manager*
B. S. GARVEY, *Vice President*
E. G. DREW, *Secretary*
W. J. BOYD, *Treasurer*
U. F. CLEVELAND, *General Auditor*
W. D. BANGS, *General Council*
J. L. SPELLMAN, *Publicity Manager*
A. R. BONE, *General Commercial Superintendent*
FRANK REDMUND, *General Plant Superintendent*
S. J. LARNED, *General Traffic Superintendent*
G. W. MCRAE, *Chief Engineer*

Issued by the Publicity Department

AMORY T. IRWIN, Editor
EVERETT E. FRIGANZA, Assistant Editor
BELL TELEPHONE BUILDING - - - - - CHICAGO, ILLINOIS

SUBSCRIPTION PRICE — Two Dollars a Year in advance, to all persons except employees of the Telephone Company.

Flag Day

JUNE 14 is a sacred anniversary to Americans. On that day, in the year 1777, the Continental Congress voted to adopt as the permanent emblem of the United States of America the American flag, in almost the same form in which it flies to-day over the homes of 100,000,000 free and enlightened people.

The design of the American flag came partly from the coat of arms of the Washington family in England, but it has no connection in meaning with Washington personally, or any other of the patriot fathers. As every one knows, the thirteen stripes represent the thirteen states which were at that time fighting to win their political liberty. The thirteen stars represented the same thing. As new states were admitted to the Union both stars and stripes were added to the flag until it was found that the fine harmony of the original flag was about to be lost. Congress then decided to restore the thirteen stripes and add stars only. This has been done until the flag to-day bears forty-eight stars.

Tradition has it that Mrs. Betsy Ross, a patriotic woman of revolutionary days, made the first American flag with her own hands. Be that as it may, the American flag now means more to women than the flag of any other country. It means equal political rights for both men and women and equal opportunities for rich and poor alike.

Poets have rhapsodized and orators have thundered in praise of the beauty of the flag. Our own favorite lines run something like this:

When Freedom, from her mountain height,
Unfurled her standard to the air,
She tore the azure robe of night,
And set the stars of glory there.

She mingled with its gorgeous dyes
The milky baldric of the skies,
And striped its pure, celestial white
With streakings of the morning light.

Then from his mansion in the sun
She called her eagle bearer down
And gave into his mighty hand
The symbol of her chosen land.

A "Hard" Boss

"A GOOD man likes a hard boss," so remarks William Feather in *Forbes Magazine*.

"I don't mean a nagging boss or a grouchy boss. I mean a boss who insists on things being done right and on time; a boss who is watching things closely enough so that he knows a good job from a poor one. Nothing is more discouraging to a good man than a boss who is not on the job and who does not know whether things are going well or badly."

When a new man comes to work with you, you can pretty closely determine the sort of a boss he has had. Training under a good boss is hard to eradicate. If the newcomer has been trained under the right sort of a boss it shows in every thing he does. If it isn't right, it just don't go with him.

The hard boss is not always the most popular one, but he turns out real men, the kind that get there when the time comes for them to assume responsibility.

Exit Mosquitoes; Enter Fresh Air

WHEN mosquitos disturb your slumber on a summer night, don't lie awake swatting and swearing, is the advice of a Western Electric engineer. Take the screen out of one window, open it wide and set an electric fan about six feet inside of it, pointed out. The direct blast from the fan will draw a lot more air with it, so that there will be quite a breeze out through the open window. Any mosquito which comes anywhere near the draft will be drawn toward it, and if it gets into the stream it will be whisked outdoors. Once out, its motive power is too small to beat its way back again against the artificial wind. Sooner or later any living insect in the room will wander into the danger zone, so the room is emptied and kept free from the "slumber-stoppers." At the same time fresh air is drawn in through a screened open door or window.

The Thinker

THE secrets of life are open to the thinker. Thinking is the work of digging to the foundations and has the aid of higher lights. Merely having ideas is not thinking. Our minds, when they are not focused on a worthy work which engages every faculty, become the playground for ideas, but they are always other people's ideas, they are not our own, and they are not usually worth anything except the momentary excitement they cause. We prefer the swarm of other people's ideas to our own thinking, because thinking is the hardest kind of work a mortal can do. And just because it is hardest, the higher rewards are reserved to it. Thinking calls for facts; facts are found by digging; but he who has gathered this wealth is well equipped for life.—*Henry Ford.*

The Workshop and The Army

By Dr. Frank Crane

THE object of an army is to get a victory. The object of a workshop is to produce results in the quickest time and with the least expense. The army must have discipline or it becomes a mob. Ten disciplined troops can overcome a mob of a hundred. The captain does not expect the private to obey him because he is better than the private, but for the reason that there would be no efficiency at all if every man did as he pleased. We are a little army, a voluntary, democratic army, but nevertheless an army. Our victory will be to make as good wages and as much profit as we can. We will attain this result only by every man doing his duty.

"Long Distance"

I AM the Voice. Clear and pleasing, I give answer to your call. Distant or near, midnight or noon, storm or calm, I respond to your bidding.

I am the Hand. Trained to quick obedience, I note the symbols of your desire and weave the eerie strands of speech into the beginning of a pattern.

I am the Mind. Keen, sympathetic, knowing, I solve the riddle of the labyrinth. From city to farm, from mountain to plain, from sea to sea I leap—and am not content until voice meets voice in perfect understanding.

I am "Long Distance."

Digitized by Google

PEOPLE WHO HELP MAKE THE BELL TELEPHONE NEWS

Twenty-two thousand persons, directly or indirectly, help make the BELL TELEPHONE NEWS. *Stories, pictures and suggestions come from the president and from office boys. They are received from all parts of our territory. And they are all welcome. We will tell about other men and women contributors in future issues.*

WHEN Mrs. J. E. Birdsall, correspondent for the Chicago Toll Department and chief clerk in the toll manager's office, was informed that she had been "elected" for this month's story about People Who Make The BELL TELEPHONE NEWS, she very modestly attempted to decline the "nomination," saying that all she did was to write up what was sent her from the field—the Chicago Toll room and the Suburban Training Department. She finally consented, saying, however, "Credit should really go to Miss Frieda Peterson, a supervisor in the Toll room, and Miss Anna Walter, instructor in the Suburban Training Department, who send me most of the news items that make the column under the heading "Chicago Toll" in the WEEKLY SUPPLEMENT possible."



MRS. JULIA BIRDSALL

Mrs. Birdsall or Jule, as she is known to her friends, is also BELL TELEPHONE NEWS correspondent for the Ladies' Orchestra and at present is serving on the executive committee of that organization. She has been active in the affairs of the Theodore N. Vail Chapter No. 1, Telephone Pioneers of America, and she served as member of the entertainment committee in 1922, when the annual convention was held in Cleveland.

In September, 1898, Mrs. Birdsall became connected with the Iowa Bell as an operator. In July, 1900, she came with the Chicago Telephone Company and served as a toll operator and supervisor until 1905, when she accepted a clerical position. Four years later, she became pay roll clerk, which position she continued in until February, 1922, when she became a chief clerk in the toll manager' office.

Mrs. Birdsall and her husband live in Austin, and at present, her office associates are having a good time "kidding" her about her "garden" which consists of numerous flower boxes on the front porch of her home.

Honor H. E. Loveday for Long Service

ON May 1 when H. E. Loveday of the Accounting Department reported for work, he found thirty-five roses on his desk, representing a rose for each year of service with the telephone company. During the day he received many congratulations from his host of friends in the organization.



HARRY E. LOVEDAY

A surprise luncheon was arranged at noon at the Traffic Club, with the following old timers present: H. E. Loveday, B. S. Garvey, U. F. Cleveland, J. J. Kelley, W. J. Boyd, W. R. Hearne, J. Toman, A. D. Grote and P. A. Wick. After the luncheon many reminiscences were indulged in. Mr. Garvey and Mr Hearne made short talks commending Mr. Loveday for his faithful and loyal services rendered the company, and presented him with a handsome pipe and a seven star Blue Bell button. During the luncheon a tabulation of service was made, which showed there were 232 years of service represented by those present, or an average of close to twenty-six years each.

Nutrition and Health

IS THE appetite a safe guide to the selection of the kinds and amounts of food? Are the germs of infection the principal cause of disease or does nutrition play a part in rendering people more susceptible to disease? Does food have anything to do with getting too fat? Many of these questions cannot be answered offhand and the answers are not always what you might expect. In the May issue of *Hygeia,* Dr. E. V. McCollum, one of the foremost investigators in the field of nutrition, begins a series of articles dealing with its problems. He illustrates his description with the actual results of feeding animals and says: "That the appetite is not a safe guide either to the body's need for food or as to quality in food is seen in the prevalence of fat persons at the present time. The accumulated experience of all life insurance companies shows that excessive weight is detrimental to health and markedly decreases one's expectation of life." Many physicians hold that adenoids, infected tonsils and bad postural habits can be explained on the basis of faulty nutrition. The remedy therefore lies in building up vitality through the provision of a satisfactory diet. This idea has been acted on in many cities by carefully controlled demonstrations with marked improvement in health and vigor, even though the children studied may have been thought to be receiving a good diet before.

Millions For Research

THE most extensive organization for research and technical advancement to be found in any industry is maintained by the Bell Telephone System. Millions of dollars are spent annually for the promotion of scientific progress and its effective application in the art of communication, an investment which is returned to telephone subscribers many-fold in economies and improved service.

Digitized by Google

"MR. GALLAGHER AND MR. SHEAN"

War of 1812, Which Established the Principle of Expatriation, Made it Possible For Them to Emigrate to America

By A. T. Irwin

AS time passes and institutions thrive or decay, new meanings are often to be found in history. As we look back fifty, one hundred, or one thousand years, we find that some event or set of events which at the time were given little or no attention really were fraught with the deepest significance, and conversely, those things which in the past loomed big were actually of little more than temporary importance.

A cultured Englishman once told the writer that he had never heard of the War of 1812, or if he had heard or read of it, he had forgotten it. This is not surprising when we consider the affair from the viewpoint of our enemy in that almost forgotten and rather inglorious conflict, which was only a passing episode in English history, although it meant considerably more to us both at the time and in the years following.

The War of 1812 between the United States and Great Britain is of interest to us to-day because it established among civilized nations, the principle of voluntary "expatriation," or the right of an individual to choose the country in which he desires to live regardless of his nativity or previous nationality. Before this war nations had not, as a rule, recognized the validity of naturalization by other nations of its own former citizens or subjects.

June Dates in American History

June 15, 1775—Washington chosen commander-in-chief of American army.
June 17, 1775—Battle of Bunker Hill.
June 14, 1777—American Flag adopted by Continental Congress.
June 28, 1778—Battle of Monmouth.
June 10, 1801—United States declared war against Tripoli.
June 18, 1812—United States declared war against Great Britain.
June 4, 1845—Mexico declared war against United States.
June 6, 1862—Memphis captured.
June 3, 1864—Battle of Cold Harbor.
June 19, 1864—Union warship *Kearsage* sank Confederate warship *Alabama*.
June 2, 1875—Principle of electric speaking telephone discovered by Bell.
June 14, 1917—President Wilson in "Flag Day Address" defined aims of America in World War.

To understand the origin of the War of 1812 it is necessary to go back a few years. We told last month of some of the important things in the administration of George Washington as president of the United States. Washington passed from public life in 1797, and two years later died at Mount Vernon. With his passing a change seemed to take place. His election had been purely on personal grounds. When his term expired there was an immediate lineup of parties and his successors were chosen after warm political campaigns fought on sharply defined issues. John Adams, compared with Washington, was an insignificant man and his administration produced little worthy of record. Thomas Jefferson, author of the Declaration of Independence and a man of great force of character, was our third president, but he was unable to bring back to the presidential office the prestige of the Father of his Country. But the wise measures taken by Washington had so stabilized the government that it became insensibly stronger as the years passed, and while his successors did not measure up to his sublime height, they were nevertheless able and patriotic men and our country grew and prospered.

Thomas Jefferson, President

Jefferson was our first politician president. This is not to say that he was otherwise than honest, capable and energetic, or that he lacked the qualities of statesmanship, but he "played to the gallery," to use a modern figure of speech. On the day of his inauguration he rode alone to the capitol, tied his horse to the fence, went in unattended and took the oath of office without ceremony. In all affairs he practiced the utmost lack of formality and "Jeffersonian simplicity" has become a political catch phrase in use to this day.

The administration of Jefferson was noteworthy for the acquisition from France of the territory of Louisiana, which comprised the greater part of the present territory of the United States west of the Mississippi River. In approving this sale on the part of France, Napoleon Bonaparte, who had risen to the top in the affairs of that troubled country, shrewdly remarked that he was preparing an enemy which would soon measure strength with Great Britain, or words to that affect. As in many other of his prophecies Napoleon spoke the truth, although it could scarcely be said that the acquisition of Louisiana contributed much to the causes of the war which presently ensued.

"Foreign Affairs" of Early Days

For a quarter of a century after the establishment of our government, its chief task and anxiety was foreign affairs—especially, relations with France and England. For centuries the merchants and ship owners of these countries had been rivals for the sea commerce of the world. They were almost constantly at war with each other. The success of the American revolution, releasing the United States from all maritime restrictions, speedily developed a new contender for a "place in the sun." The energetic people of the United States plunged at once into ocean commerce, for which our geographical position and abundance of fine harbors afforded splendid facilities. This development was regarded with jealous eyes by both England and France and from it grew constant difficulties for the government.

Few who read these lines will recall that we once had a war with France. It was in the Adams administration. French interference with American rights on the seas and even in American ports had become unbearable and the government authorized retaliations upon French ships. A navy department was created and an army was about to be raised. General Washington, in retirement at Mount Vernon, made preparations to resume his old place as commander-in-chief, but M. Talleyrand, the French prime minister, did not wish to go this far, fearing to strengthen the hand of England. Adams received intimations that honorable terms of peace might be had, but before the commissioners were ready to begin the discussions in Paris, the French Directory was overthrown and Napoleon was in the saddle. He readily consented to a treaty which restored peace with America.

New Wars Break Out

The peace thus obtained was short lived. Fresh wars broke out. Napoleon's military successes gradually made him master of almost all continental Europe. England alone successfuly defied him. The British government ordered a blockade of the ports of those nations which sided with France. Napoleon retaliated by proclaiming a blockade of the British Islands. Then Great Britain forbade American vessels to enter any ports in Europe except

Digitized by Google

her own and those of her ally, Sweden. Napoleon came back by ordering the capture of all American vessels that had previously entered English ports. Treaties were "scraps of paper" even in those days, and America had no redress except through war and the question was, war with which enemy?

To the everlasting credit of the American government and the American people, the decision in this desperate alternative hinged finally on a question of human rights. While France had committed many breaches of faith and had caused tremendous damage to our commerce, she had never touched the persons of our people. England, on the other hand, had put forward a claim which meant virtual slavery for a large number of American citizens. The English asserted "once an Englishman, always an Englishman," and in the process of enforcing this claim, were in the habit of stopping peaceful American merchant vessels on the high seas, searching them and finally taking off sailors who were claimed either to be deserters from His Majesty's navy or British subjects. There is little doubt that many of the seamen so "impressed" actually were deserters, for the iron discipline of the navy and the hard lives led by British seaman of those days brought many desertions. On the other hand, many of the men so taken were naturalized American citizens and in some cases, even native born American citizens, whose identity was disputed or not proved to the satisfaction of the British sea captains in command. At one time as many as 3,500 men who had been taken off American ships were serving in the British navy.

Even naval vessels were stopped. In June, 1807, the British frigate, *Leopard*, fired several broadsides into the American frigate, *Chesapeake*, because her captain refused to permit his vessel to be searched. After three men had been killed and eight wounded, the *Chesapeake*, which was not in condition for battle, was obliged to surrender. At any other time such an act would have brought an immediate declaration of war, but President Jefferson contented himself with demanding reparation from Great Britain, and asking Congress to declare an embargo to prevent our own ships from running into danger in the future. This had the effect of complete ruin of our sea commerce. England disavowed the act of the captain of the *Leopard*, but made no reparation and steadfastly refused to give up her claim of the right of search.

The embargo forbade all vessels entering or leaving American harbors except for coast trade. The only nation which suffered from it was United States. In 1809, a non-intercourse act was passed to take the place of the embargo. This permitted American vessels to trade with all nations except England and France.

James Madison, President

Matters stood thus when James Madison succeeded Jefferson as president. The impressment of seamen continued. Other acts of hostility added fuel to the flames of discontent and indignation prevailing in America. In 1811, the British incited the Indians of the Northwest Territory to rise against the whites and a strong confederation of Indians was formed under the leadership of Tecumseh and his brother, known as the Prophet. This confederation was broken up by American troops under General William H. Harrison in the historic battle of Tippecanoe, fought near the present site of Lafayette, Ind. Tecumseh went into Canada and entered the British service, where he received the rank of brigadier general.

A short time before this, the British war vessel, *Little Belt*, had fired on the American frigate, *President*. This time the American vessel was ready and a fierce fight followed. The *Little Belt* was soundly whipped. Each government approved the act of its officers, and the breach grew wider. Public opinion became so overwhelming that on June 18, 1812, Congress declared war on Great Britain.

The American people and the American government always have stood for the rights of humanity as against mere policy and had it not been for this element in the War of 1812, it would go down in history as a supreme example of the folly of war. It might, of course, be argued that diplomacy and peaceful discussion could have settled the points in dispute without appeal to force, but no one will declare that this country failed in exercising due patience. It was a case in which war seemed to offer the only solution.

War Begins

At this time the United States had no army. We had not more than a dozen effective war ships. Great Britain had about a thousand. A few British troops were in barracks in Canada.

The opening event of the war was a disgrace to American arms. General William Hull, governor of Michigan Territory invaded Canada at Detroit. The British General Brock advanced to meet him and he fell back to Detroit. Brock prepared to attack and Hull surrendered his little army and all of Michigan. Late in the summer of 1812, another invasion of Canada was projected and a victory was gained at Queenstown Heights, but the New York militia refused to back up their comrades, who were soon forced to surrender.

General Dearborn made the third attempt on Canada, but resigned after some minor victories. General William H. Harrison succeeded to command of the Army of the West, but failed to recover Detroit.

Battle of Lake Erie

Lake Erie was in control of a British fleet of small vessels. Thither went Captain Oliver Hazard Perry, who built a squadron of stout ships from the wood growing on the Ohio shore. He armed these vessels and on September 10, 1813, sailing from Put-in-Bay, he met and utterly defeated the British. His message announcing his victory has become a classic—"We have met the enemy and they are ours; two ships, two brigs, a schooner and a sloop." This operation opened the way for a fresh invasion of Canada by Harrison, who met and defeated the British at the Thames on October 5. This victory regained Michigan and closed the war in the northwest. Tecumseh, the famous Indian chief, was among the slain. In July, 1814, General Winfield Scott crossed the Niagara River with an army and defeated the British at Chippewa. The reinforced enemy was again attacked and defeated at Lundys Lane, within sound of Niagara Falls. The enemy then tried to invade New York by way of Lake Champlain, but were met and beaten by Commodore MacDonough and his fleet.

On the high seas the Americans were almost uniformly successful. On August 19, 1812, Captain Isaac Hull, nephew of the disgraced general, in command of the frigate *Constitution*, riddled the British frigate *Guerriere* near Newfoundland. The *Wasp* defeated the *Frolic*, October 13, off the coast of North Carolina; the *United States* captured the *Macedonian*, August 31 and the *Constitution* took the *Java*, December 29. However, the Americans suffered a few defeats. The *Argus*, after destroying a score of British vessels in the English Channel, was sunk August 14, 1813. The *Essex*, after a brilliant series of successes, was attacked while in a neutral port by two British warships and after a desperate fight, was forced to surrender. Captain James Lawrence, while his ship, the *Chesapeake*, was undergoing repairs at Boston accepted a challenge from the *Shannon*, and was forced to surrender. Lawrence was mortally wounded and in his delirium often shouted: "Don't give up the ship!" This cry has been the motto of the United States Navy.

Burning of Washington

Great Britain was deeply humiliated and incensed at her defeats, particularly those on the ocean. While these things had been going on the Napoleonic wars in Europe had come to an end. The Corsican was in exile on the Island of Elba. This released both men and ships and Britain resolved to push the American war with vigor. An immense fleet and a large army were sent over. In July, 1814, this army landed at the mouth of the

Digitized by Google

Patuxent River and marched on Washington. The city was not fortified and could not resist. The president and members of Congress were barely able to escape before the British entered. The invaders burned the capitol and a number of other public buildings. Then they marched to attack Baltimore and bombarded Fort McHenry. This attack was a failure.

During the attack on Baltimore, Francis Scott Key, a young lawyer was sent on an errand, under a flag of truce, to the British fleet. He was detained until morning, and watched the bombardment of Fort McHenry. Seeing the Stars and Stripes still waving triumphantly over the fort, he composed his famous song, "The Star Spangled Banner."

The Hartford Convention

Asked what states first entertained the idea of "secession" from the American Union, the average person of to-day probably would say—the southern states. This would not be strictly true. The war of 1812 was very unpopular in New England where ships were tied up at wharves and commerce was dead. Twenty-six delegates representing Massachusetts, Connecticut, Rhode Island and portions of Vermont and New Hampshire held a secret session in Hartford for three weeks, in December, 1814. It is not known positively what went on, but the general belief is that the delegates favored the withdrawal of New England from the Union unless peace was made. A committee was dispatched to Washington to confer with the government, but before the members reached the capital, peace had been declared.

Through the medium of Russia, five commissioners had been appointed early in 1814, to go to Europe to treat with England. They met with English commissioners at Ghent, Belgium. On December 14, 1814, a treaty was signed. It was immediately accepted by Great Britain, and sent to the United States for approval. Our people were tired of war and the treaty was promptly ratified.

Lack of means of quick communication now cost a number of lives. Before news of the signing of the treaty reached this country, several sea engagements had been fought and General Andrew Jackson had defeated the British in the battle of New Orleans, the closing act of the war.

The War of 1812 cost the United States the lives of 18,000 men, the loss of 1,683 vessels and created a debt of $100,000,000. Commerce was paralyzed and our finances were demoralized.

Treaty of Peace

In the treaty of peace, neither the impressment of seamen nor the right of search was mentioned, but it was fully understood that England would not thereafter assert such a doctrine. In fact, no civilized country has ever attempted such a thing from that day to this, and the right of individuals to travel on the seas, to change their places of residence and to change their nationalities has never been seriously questioned.

This was the contribution to the advancement of civilization made by the War of 1812. It helped substantially in the upbuilding of the United States by making it possible for millions of Europeans to become citizens of this country. It would, of course, be an exaggeration to say that this was the sole or principal reason for the heavy emigration from Europe to America. There were many elements entering into this great movement. But if Britain had been victor in this conflict and had continued to assert the doctrine of "once an Englishman, always an Englishman," the seas would not have been open to the peaceful passage of these home seekers. At that time England was the most liberal country in the world, save America. The right of expatriation was wholly denied by other nations, but after England renounced it, the rest of the world never asserted it.

It is unlikely that either the American government or the British government realized at the time that such an effect would be produced by the results of the War of 1812. Up to the year, 1820, approximately 200,000 aliens had come to this country. Beginning that year, and steadily increasing every year, a stream of foreigners came to our shores. They poured into the middle west and within a few years, the whole country east of the Mississippi had been conquered from the Indians and settled into prosperous, permanent states, cities, villages and farms. In the earlier years, the majority of immigrants were from Great Britain and Ireland. Then came the Germans and Scandinavians and later, the Poles, Italians and Greeks. All of these people who now make up such a heavy proportion of our population, owe their freedom under the Stars and Stripes partly to the War of 1812. Who, therefore, can say that the conflict was not justified?

Pioneers Planning For Atlantic City Meeting

(Continued from page 15)

The eight mile boardwalk with its luxurious rolling chairs, the salt water bathing, the invigorating breezes fresh from the mellowing influence of the Gulf Stream and a hundred other "specials" are the heritage of Atlantic City.

Unlike other years when the activties centered in and around hotels, the convention headquarters this time will be on Young's "Million Dollar Pier," which extends for nearly half a mile out over the waters of the Atlantic.

Pioneers, whose knowledge of Atlantic City was gained from a visit of a decade or more ago, will find the place has developed remarkably when they visit it again next fall.

For many years this spot was looked on as nothing more than a summer resort and for more than half a year it practically "hibernated." Following the erection of some of the largest hotels in the country, however, and a large residential development, Atlantic City has become more and more of a year-'round recreation center and even in mid-winter it is the mecca for a great number of tourists.

Geographically, it is fortunately situated to be a nation's playground. New York is just a little more than one hundred miles up the Jersey coast and Philadelphia lies to the north-west sixty miles distant. With both of these points Atlantic City is connected by fine automobile roads and steam-railway lines, and in addition there is a high speed electric line connecting with Philadelphia. Motorists from the south usually cross the Delaware River near Wilmington by ferry and reach Atlantic City after a drive of fifty miles across southern Jersey.

Although the visitor has all the opportunity he may want in Atlantic City to spend money, the place is well within the means of the ordinary purse. Those who want to extract the maximum amount of value out of a dollar can have just as much fun as the person with "money to burn," and the greatest attraction of all, the rolling, restless, blue ocean, is absolutely free.

Speed Is Luxury When You Telephone in Sweden

ANYONE wishing to make a long distance telephone call in Sweden has the choice of three classes of service, his selection usually being determined by how much in a hurry he is to have his call put through by the operator. The first class comprises the usual long distance call which can be made at ordinary rates. Frequently the traffic congestion over the telephone circuits is so great that a considerable delay is involved. In that case he can make the call at the so-called "urgent" or "express" rate, which is three times the ordinary rate, and which has priority over all ordinary rate calls. It sometimes happens, however, that even this "express" service is unsatisfactory, and as a last resort the telephone caller may receive a so-called "lightning" service which has absolute priority above all ordinary and express traffic. For each call of this class he must pay 100 kronen ($26.80 par value) in addition to the sum of three times the ordinary rate.

A. T. & T. Has Largest Number of Stockholders

OF ALL American corporations, the American Telephone and Telegraph Company has the largest number of stockholders and the widest distribution of ownership.

Digitized by Google

NEW MEMBERS

MAINTENANCE DEPARTMENT "10" CLUB OF CHICAGO



John M. Miller



WATCH US GROW



Harold I. Filley



Christian A. Jacobsen



James B. Estaver



Raymond C. Smale



Fred B. Allen



Grover A. Peterson



Fred W. Goebel

CLUB SLOGAN "EVERY SUBSCRIBER A SHAREHOLDER"

BOTSFORD

"10 Club" Membership Increases

THE "10 Club" of the Maintenance Department, which was organized last month with six charter members, has grown rapidly. There are now fourteen employees in the Maintenance Department who have made ten or more sales of A. T. & T. stock in the redistribution campaign now on. In order to become a member of this club an employee must make at least ten sales.

The objective of the club is to make "Every Subscriber a Shareholder" and "Every Employee of the Maintenance Department a Member of the '10 Club.'"

The eight new members added to the club in this issue when questioned by the inquiring reporter as to the secret of their success replied as follows:

Fredrick B. Allen, senior testman, Central Office: "In my everyday contact with my acquaintances I watched for opportunities to introduce the subject of the telephone company's progress and the A. T. & T. Company's stock. This afforded an easy method of introducing the subject and the resulting conversation usually produced a sale."

James B. Estaver, testman, Pullman Office: "Easiest thing you ever saw. When I tell them what I have and that it is the telephone company, there is no trouble in convincing them that they should buy."

Harold I. Filley, exchange repair foreman, Stewart Office: "Teamwork—that's the stuff. The other fellows furnish the leads and I call on them and explain the proposition and get the cash."

Frederick W. Goebel, exchange repair foreman, Irving Office: "You see I always like to fish and this time the bait is so good that there is no trouble in hooking them."

Christian A. Jacobsen, exchange repair foreman, Yards Office: "Well, sir, I talked it up among the right kind of people—the subscribers in my district—and this advertising brought the results."

John M. Miller, exchange repairman, Monroe Office: "In connection with my regular repair work I never overlook an opportunity to discuss A. T. & T. stock. Special attention was given to the people whose savings are small and whose investments are limited."

Grover A. Peterson, dispatcher, Installation Section: "I'd rather not say anything about it, but if you insist all I did was to point out the conservative financial condition which has existed in the Bell System for so many years, the real estate, buildings, telephone equipment and other physical properties represented by this stock and my friends were glad of the opportunity to subscribe."

Raymond C. Smale, exchange repair foreman, Wentworth Office: "You can leave it to the Chicago public to know a good thing when it sees it, and it is only necessary to let enough people know what you have to sell. Those who have enough money to buy are anxious to get it when they know about this stock."

The membership at the time of going to press, together with the number of sales made by each, follows: Sylvester Donahue, 54; John W. Hallam, 22; Albert G. Schecter, 22; John M. Miller, 17; Grover A. Peterson, 17; Harold I. Filley, 15; Charleton O. Rattray, 13; Frederick B. Allen, 12; Harold L. Fisher, 12; Christian A. Jacobsen, 11; Mary F. Lloyd, 11; James B. Estaver, 10; Frederick W. Goebel, 10; Raymond C. Smale, 10.

Digitized by Google

PHONETICS AND PHILOLOGY

By Harold F. Crunden

PHONETICS have played a vital part in demonstrating the value of the telephone as a servant of man.

For years past scientists have made laboratory tests measuring the transmission equivalents of letters, words and figures, thereby obtaining valuable data as to the quality of certain phonetic combinations and their quantitative characteristics.

The results have been beneficial in proving the necessity for clear enunciation in any telephone communication, despite the fact that America is served by but one language and that one comparatively free from dialectic distortion.

This can hardly be said of continental Europe, India, China, Japan, or Africa, where phonetic dialects prevail.

One exception possibly to the general rule that the American language is universal in our telephone exchange service, is found in San Francisco, where an exchange is maintained, situate in the Chinese quarter and operated by Chinese to render telephone service to the Chinese population, with their distinctive phonetic tongues.

This condition prevails because language and phonetics, as we understand them, are unknown quantities in the far East, Chinese language in particular being monsyllabic. Although it is true that China and Japan both use the same written language, yet the phonetic of each symbol varies according to locality and becomes a separate phonetic tongue.

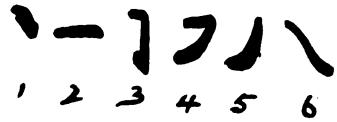
The people of North China or Central China could read any document originating in the south, and vice versa, yet a Chinese from the capital would be a comparative foreigner in Hang-Yang, as would be a resident of Swatow visiting the southern capital of Canton. Hence, for official communication and governmental intercourse, educated Chinese are bi-phonetic, speaking the official mandarin phonetic tongue, as well as that in use in their particular community. It is also strange, but true, of the Arabic language. This is Algebraic in structure and written by Egyptians and Syrians alike, yet spoken by each with different phonetic equivalents, as to become distinct tongues.

Language in eastern and southern Europe, including the Balkans, is kaleidoscopic in character, bountifully besprinkled with Indo-Germanic derivatives, becoming in many villages a mere agglomerate of phonetics culled from the roots of all tongues. The spoken language of the Basque provinces in Spain is nearly incomprehensible to the Castillian as are the French patois of Normandy and Brittany fisher-folk, or the cattle-herders' vocabulary of the Camargue to the French academician.

No wonder that with this phonetic complex Occidentals stand aghast before a Chinese written document and declare it to be an unravellable puzzle.

As a matter of fact, this is not the case, and a short study of one oriental language shows the simplicity of its structure.

To apprehend Chinese thought and the motive behind the creation of language, we find that Chinese writers put their thoughts down in a combination of strokes, with an instrument called a "Stylo," the forerunner of our pen. There were six in number, as follows:



Placing these six strokes together as mere pot-hooks and hangers, the symbol is  "Yung" meaning "Everlasting."

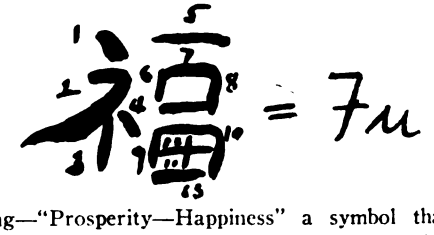
Every symbol, therefore, being built up in different formation by one or more of these strokes, each stroke is equivalent to one of our letters.

The fundemental base of the Chinese language is an ideograph (a composite word derived from the Greek) meaning a written picture. These pictures or symbols are divided into two parts, one written picture or symbol being used as a phonetic or sound indicator, and the other part as an idea indicator, and designated a "radical."

There are 214 of these idea indicators descriptive of man and his attributes, animate and inanimate objects, such as man, nose, eye, mouth, tooth, house, roof, knife, strength, etc.

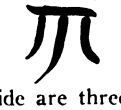
The super-structure consists of several groups of sounds, possibly less than 400, so that with a possible combination of 80,000 symbols or written pictures, many symbols have the same sound. An illustration from the American language may be useful as a comparison.

In the American language there are numerous words having the same ending or determinative as for instance "FOR-AGE," "COUR-AGE," "AD-AGE" and so on. Here we apprehend that the stem of the word is different, but the ending or determinative is the same, hence we apply this rule to written Chinese and find that anything appertaining to one of the characteristics of either of the 214 idea indicators must include the idea symbol itself. It is by this method and a knowledge of these idea indicators that the student can use a Chinese dictionary, by simply counting the number of strokes in each symbol. The first example is:

13 strokes 

"FU"-meaning—"Prosperity—Happiness" a symbol that we see painted on Chinese lanterns, exhibited for sale in shop windows.

To understand this symbol and its meaning, together with the combination of strokes, first let us suppose that a house is to be built. In the course of construction different materials must be used, bricks, sand, wood, iron, tile, glass, etc., so that any word picture exemplifying a house in Chinese, would suggest the intent.

Dissecting the foregoing symbol of "FU," we find on the left side is  or  one of the 214 idea indicators. On the right hand side are three distinct symbols, one above the other, giving both the idea and the sound. The left hand symbol means, "To show—An edict." On the right hand side thus —— is the first numeral—ONE. Underneath is a square, signifying the mouth or the world and below is a still larger square with a cross within the space. This typifies a farm; the cross signifying that the soil has been tilled and cultivated, hence, reading the symbol as a whole, we find that prosperity and happiness comes from showing the world all cultivated, and harvested, as a farm with plenty of food in the land.

It might well be asked why the Chinese should take this symbol as an example of happiness and prosperity, and the answer is that farming is considered the highest profession in the land, and the symbol enshrowded with philosophy and sentiment, in other words, the building up of an honorable, human character

Digitized by Google

reserve, by intensive prosecution of individual, physical and intellectual endeavor, to which the daily wage is merely incidental and entirely subjective.

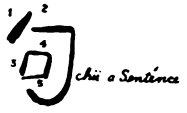
Courtesy plays no small part in the daily conduct of Chinese. An address to friend or stranger is always prefaced by some laudatory remark. Inquiry of "How is your wife today?" would be discourteous and received with disdain, but inquiry as to your "precious family" is the height of politeness.

Humility is inherent in the blood of Orientals. When a Chinese interrogates another as to the locality of his home, the words are lofty in the extreme. The question posed would be "Where is your palace situate?" and the reply from prince or peasant would be that his poor hut was situate in such-and-such a locality.

There is no equivalent in Chinese of an American greeting, "How-do-you-do?" The expression is Ch'-ih-liao-Fan-Liao," "have you had your meal?" The response is typical of the trend of Chinese thought, "Pi'-en-Kuo-Liao," "I have been selfish enough to do so." Possibly the most interesting symbol is the one representing the nose.



Pi - The Nose Add to this



which is a square plus a practical pot-hook and hanger. The combined symbol signifies a nasal nocturnal carnival, vulgarly described by the verb "to snore."

Possibly five thousand years ago, when this word building was in its inception, the Chinese creators were at their wits' ends to describe the nose, and so the symbol has strokes representing two legs, the body in the form of a square, the head as a smaller square, two horizontal lines representing the eyes, the nose being represented by the little oblique "dinkus" on the top. Imagination must supply the balance.

Turning to the phonetic side of the language and remembering that there are hundreds of signs with the same sound, it necessarily follows, that some tonal system of phonetics must regulate the spoken language and this is so, there being four distinct voice inflections either rising or falling which we will number 1-2-3-4, as the case may be, and accounts for the Chinese running up and down the scale as if playing on a stringed instrument. To disregard the tonal quality of any symbol is disastrous to the whole context, and would nullify the meaning of the most cultured Chinese expression.

A telephone operator in answering a call says "Number, please?", using the rising inflection of the voice. It is a question and interrogation, hence, the voice query inflection, but this is not the case in Chinese phonetics as appears below. Take for example three phonetic sounds, by transliteration becoming "PU-YAO-CHI" the figures above each word, representing the tone to be given:

1 4 1	
PU-YAO-CHI	We do not require chicken.
1 3 1	
PU-YAO-CHI	Do not bite the chicken.
1 4 2	
PU-YAO-CHI	Do not be impatient.
1 4 3	
PU-YAO-CHI	Do not shove.
1 4 4	
PU-YAO-CHI	Do not make a note of.

It is easily perceived that a horrible mistake might unwittingly be made, to the chagrin of the tyro.

Coming a little closer home to the prattle of our own children's voices, we find that our babies in calling for the "Ma-Ma" are speaking pure Chinese, both in origin and application. "Ma" is the phonetic sound of a word picture representing a horse; hence, "Ma-Ma" symbolizes "Motherhood".

The French for mother is "Mere." The feminine of horse being "mare," our baby prattle "Ma-ma" becomes Anglo-Chinese by adoption.

Naturally enough, the possession of a son and daughter swells with pride the loving parents and in this regard the Chinese idealize "Good-Luck" by these two symbols. Yet again, by a curious twist of perhaps mental exhilaration, the symbol for one girl being



but placed together in triple form



means "strife-trouble-quarrel", but no American lady would concede that the Chinese were correct in their interpretation. The Chinese declare that their language is more simple and flexible than our own. In the symbol "FU" there are thirteen strokes. In the American word "Facetiousness"—there are thirteen letters. As to which is the more simple is best left to the reader. The first seven years of study is recreation, the next decade is real work.

The principle of the telephone permits the instrument to reproduce the phonetic mechanics of all languages. Hence the universality of its use is assured. Some day in the near future, the telephone will cover the earth counted by billions instead of millions as obtains to-day.

Cross Crossings Cautiously

THE Careful Crossing Campaign launched by the American Railway Association last year and which resulted in the saving of many lives, is to be opened again this year on June 1 and will continue until September 30. Plans for the campaign are being carefully laid by the Chicago Safety Council which will direct the campaign there.

The railroads ask the coöperation of all motorists and of the public in general in making the campaign a success. Railroad experts advise that under all circumstances the driver of an automobile should stop, look and listen before moving over railway tracks. It has been said—and it must be admitted, with reasonable propriety—that accidents at railway crossings would practically cease to occur if drivers of automobiles would take this simple precaution. Is it not fair to assume that the life of the motorist and the lives of those who ride in his machine are worth the time and effort required to follow this rule?

Statistics show that eight out of every ten people drive over railroad crossings without looking either way for the approach of a train and that one out of five of crossing accidents is the result not of the train striking the automobile but of the automobile colliding with the side of the locomotive or train.

During the last six years statistics show that 9,636 persons have been killed at grade crossings throughout the United States and there have been 24,855 injuries. In a report which has been issued by the Pennsylvania Railroad dealing with last year's campaign, it is shown that during the period of the drive there were 682 accidents at grade crossings of that line. Probably the most important conclusion reached in a study of this situation by the company's insurance department is that nearly all accidents at grade crossings, which involve motor vehicles, are directly due to gross carelessness on the part of a very small proportion—probably not over three per cent—of the total number of drivers. Observations were made of more than 100,000 automobiles while actually crossing the tracks It was found that the drivers of ninety-seven per cent were reasonably careful, but that the remainder displayed marked, and, in many cases, actually criminal negligence.

Digitized by Google

TOM'S ARTISTIC TASTE

By May T. Dewhurst.

MOTHER finished her letter to Katie's mother and mailed it in the box near-by. Then after reading her paper a while she fell asleep in her chair. The voices of "the children" as she still called them wakened her as they entered the house.

Tom and Katie had prolonged their walk, for the moon was beautiful and the thought of future separation gave an added value to every moment of the present. They met Mary as she stepped off the street car at the corner. As they entered the sitting room, they were still discussing Katie's plan to go home, which was surprising news to Mary.

"Oh, Mother," said Mary, "I see where we must get busy to-morrow on Katie's new dress if she is going away so soon."

"Don't worry about my clothes," said Katie, "I don't care what I wear down on the farm."

"But just the same, Katie," said Tom, "Your little farm isn't very far from the town and I bet you'll just set those fellows wild when they see you rigged up in one of Mary's French creations. Look at the one she has on now! Pretty nifty, I call it."

"Mary ought to be proud of it. It is so stylish,'" said Katie.

Mary did look well. Her dress was black, made by a pattern she had seen in the January BELL TELEPHONE NEWS. To tell the truth, Mother chose the pattern because it gave an opportunity to piece the skirt under the fold of the trimming, for the dress was made from an old black dress of her own which she had ripped, washed and pressed so carefully that the fine goods looked as fresh as new. The vest was of a beautiful blue with some of her own simple embroidery and there was a touch of blue here and there in the girdle. A long string of tiny metal beads carried out the same color effect. This vest was adjustable and Mary could wear a white lace front when she wished to be more dressy. With her black silk hat which she had made herself, with its smart blue ribbon cockade at one side, she looked like "a million dollars," to quote Tom.

"You got just the right shade of blue for that vest and your hat, Mary," said mother. "It's just the color of your eyes."

"That's why it is so becoming," said Katie. "It makes them look bluer and your hair looks like gold. I wish I were a blond."

"I don't," said Tom. "I believe they are stubborn. You dark-eyed girls get mad quicker but you get over it sooner."

"Come now," said Mother. "I've got something I want to read to you. It's a nice little compliment for you girls from a prominent minister. He says:

> Number, please! Uncrowned heroine of patience, gentleness, courtesy—these are our telephone operators. To sit for hours saying "Number, please" in a pleasant voice; to give ever that soft answer which turneth away wrath; to suffer fools gladly when they bawl a number in your ear or put the baby to the mouthpiece to hear the baby babble!
>
> We would do well to remember that these girls who serve us are sisters, daughters, young women of exceptional ability and charm. They must be, to keep their positions. "Number, please," they say, but I'll venture they have your number and mine.

"Good work!" said Tom. "We've got *his* number all right. I hope he'll never meet any of the girls who haven't "exceptional ability or charm."

"We haven't any, have we, Mary?"

"Of course not, Katie; at least while they are in the office," said Mary.

"Well put in!" said Tom. "In the office they look like a lot of sensible girls and then I've seen a few of them on the street all dolled up like a lot of chorus girls. I'd as soon kiss a piece of Mother's hand painted china, rather—for that's been washed since it was painted."

"Oh, well, Tom, nobody wants you to kiss them, do they?" said Katie.

"Perhaps they put it on to keep you away, Tommy. Girls have to have some safeguards from such a masher as you are," laughed Mary.

"Well, give me a good clean face like Mother's here. She doesn't need any paint; see how rosy she is," said Tom, as he gave her a big smack.

"I think you are a little hard on the girls, Tommy. You see they think it's the fashion and maybe they get on a little more than they realize, sometimes."

"Well," said Tom. "Joe Salter told me that his wife came into the room the other night with her lips so red that he just stood and looked at her and she looked kind of funny and said 'Why, what's the matter, Joe?' and then he said, 'You go wash that off or I leave the house. You think I'd kiss anyone with that stuff on their lips?'"



BLUE BIRD COTTAGE, BOULDER, COLO.

"And what did she do," asked Mary, intensely interested.

"Why, she retired to the bathroom and when she came back she looked like a human being, and Joe, I suppose, kissed her. He didn't say, anyway, he threw the lip stick into the fire."

"He did!" said Mary. "If he'd been my husband he wouldn't. She had a right to paint if she wanted to. He doesn't *own* his wife does he?"

"Oh, of course, you'd say that, you woman's righter! I hope you'll never get married. I bet if a man told you to stay at home because you'd get cold out in the rain, you'd go out and die of pneumonia to show you were independent."

"Well, all he has to do is to tell her to go" said Katie, "and then she'd stay in."

"Happy life, they'll have! Come on Katie, let's see what's in the refrigerator."

"Tom," said Mary, "you make me think of Andy Gump's mother-in-law, always looking for food."

After the two had gone into the kitchen, Mary said to her Mother, "Do you think there is something serious the matter with Mrs. Miller?"

"I don't know. I am a little worried. I wrote her to-night and I told her I thought it would be much better for her to come here and let some good doctor look her over and tell her just what to do and then if necessary Katie can go back with her."

"'Does Katie know you wrote?"

"Oh no. She can go on with her plans to go but I hope her mother will answer my letter right away and do as I suggested. Mrs. Miller wasn't very strong when she was here and she lacked, what Tom calls, 'pep.'"

"I'll tell you, Mother, we'll have that splendid doctor that helped get Katie to the hospital that time look her Mother over and I'm sure he can tell. The company always gets the best doctors and we can go to his office and see him. That's what I'd do with you if you got sick."

"Well, I'm thankful I'm well, so far. I'd hate terribly to be helpless and worry you all."

"Mother," called Tom from the kitchen, "tell Mary to go

Digitized by Google

upstairs and not into the kitchen to eat sandwiches with us."

"You think you're smart, don't you," laughed Mary. "I'd mind when Mother gives the order; it's her right. Husbands and wives are different."

"Mary's all right, Tommy," said Mother. "I'd hate to have a girl marry one of these—what do you call them—sheiks."

"Catch her up on his camel and off to the desert," laughed Tom.

"Now, what kind of a son-in-law would he be? I'd be afraid of my life. Maybe he'd try to order me around, too."

"Now, Mother, don't worry. The man I saw last with Mary didn't look a bit like a sheik or cave man. He was awfully attentive and you could see that what Mary said went with him everytime. I kind of hate to see how she has cowed that fellow. He used to have a mind of his own."

"Oh, Tom, I'll get even with you sometime," said Mary, as she dashed after him, but Tom catching Mother around the waist skillfully used her as a shield as Mary tried to reach him.

"Before I'd hide behind a woman!" said Mary, as she stopped to get her breath.

"Mother is the only one you'll mind. You just said so. I hope John's mother will shield him, poor dear!"

"Now children," said Mother, "you must go to bed. It's lucky it's Katie's day at home to-morrow."

"But anyway we must get up early to do our dressmaking," said Katie.

"And the poor man of the house is the only one who has to go before the sun rises."

"And poor Mother has to get his breakfast," said Mother.

"Say, Mother, I saw John looking at a cook book at the gas company's office the other day and I think Miss Peterson promised to help him if he can't make Mary's coffee right the first day."

And Tom rushed upstairs and shut his door before Mary caught him And Katie who had begun the evening with tears, went to sleep with a smile just as Tom hoped she would. But no one knew that he was awake long after the others slept as he foolishly worried over the coming separation.

A Home in the Mountains

THE vacation season approaches and many are planning for their annual outings. While the majority may visit places near home or avail themselves of some of the pleasures the city itself and home provide, others have been saving money during the year for a longer journey. Some have friends in the East —some in the West. Some want to see Niagara Falls. Some long to see the mountains.

Out in Colorado, at Boulder, is the beautiful vacation home built by the busy girls of Chicago. If any of our Chicago girls want to have a delightful trip into the mountains and live in the wonderful exhilarating air of the hills and be fed with the best of food, they cannot find any place more satisfactory than Blue Bird Cottage, at Boulder, Colo. In a recent letter from Mrs. Sherwood, the founder and "mother" of this girls' paradise, she says, "It has been a busy winter. I have been, part of the time, up in the mountains where we have added to the room of Blue Bird Lodge, the Holiday House Mountain Camp. Now we can take care of about eighty at one time in our two houses without crowding. Here there is the freedom of the mountains, constant sunshine, pure air and the inspiration of unspeakably beautiful scenery. At Gold Hill, twelves miles in the mountains, the whole Continental Divide is spread before you.



BLUE BIRD LODGE, BOULDER, COLO.

"Bluebird Cottage and Camp are managed at cost. Board and room is $10 per week to block holders and $12 to others. A 'block' is $10, giving the room free to a block holder as long as she lives."

Some of our telephone girls are block holders and have been out to the home many times.

For information, ask Mrs. Dewhurst, 311 West Washington Street, Extension 910.

Psalm of Life

Alexander Graham Bell's Favorite Poem.

TELL me not, in mournful numbers,
Life is but an empty dream!—
For the soul is dead that slumbers,
And things are not what they seem.

Life is real! Life is earnest!
And the grave is not its goal;
Dust thou art, to dust returnest,
Was not spoken of the soul.

Not enjoyment and not sorrow,
Is our destined end or way;
But to act, that each tomorrow
Find us farther than today.

Art is long and Time is fleeting,
And our hearts, though stout and brave,
Still, like muffled drums are beating
Funeral marches to the grave.

In the world's broad field of battle,
In the bivouac of Life,
Be not like dumb, driven cattle,
Be a hero in the strife.

Trust no Future, howe'er pleasant!
Let the dead Past bury its dead!
Act,—act in the living Present!
Heart within, and God o'erhead!

Lives of great men all remind us
We can make our lives sublime,
And departing, leave behind us,
Footprints on the sands of time;

Footprints, that perhaps another,
Sailing o'er life's solemn main
A forlorn and a shipwrecked brother
Seeing, shall take heart again.

Let us, then, be up and doing,
With a heart for any fate;
Still achieving, still pursuing,
Learn to labor and to wait.

—Henry Wadsworth Longfellow.

Digitized by Google

TELEPHONE TRAIL BLAZERS WITH JUNE SERVICE RECORDS

John Rieman
June, 1891—32 Years



JOHN RIEMAN

MR. RIEMAN, universally known as Jack Rieman, stole a job from the telephone company way back in 1891, and has reserved a place on the pay roll ever since.

You see, it was this way. Jack came to Chicago from the country, where, according to some people, the best men originate, and, wandering around in search of a job, saw a line gang setting poles down on Cottage Grove Avenue.

Jack knew the business end of a shovel and was given a tempory job. This soon ended and Jack lost no time hunting for another.

While on this pole setting job, he had seen C. C. Prince, then superintendent of construction for the telephone company. This was a sufficient acquaintance to warrant Jack in bracing Prince for a job. However, it did him no good, for Prince turned him down.

As Jack mournfully turned around the corner, he spied a telephone wagon with tools and material aboard, and hailing the driver asked him where they were working. He replied, "Woodstock. We are building a line in that direction."

Just then, the head of Mr. Prince appeared at the window and calling to the foreman, he said, "You had better get the names of the men that are going to Woodstock and give them to me."

Foxy Jack Rieman, who had just been refused a job, was the first man in line and his pluck or maybe his nerve served him well.

He has been with us ever since.

He stayed with the gang until the spring of 1894 and was then transferred to the Suburban Division where, barring accidents, he expects to be for the next fifty years.

Editorially speaking, we hate to mention this, but last fall when we sent our reporter to Woodstock, we thought Mr. Rieman was the logical man from whom to get information concerning good roads, because he is out on them most of the time. Far be it from us to kick, but you may take Jack's idea of good roads if you want to. As for us, well—perhaps our reporter did not follow directions though it must be admitted that he ultimately got there in spite of Jack's instructions.

Mr. Rieman was one of the first few to receive the Theodore N. Vail Medal for noteworthy public service.

Bernard T. Donovan
June, 1892—31 Years

Mr. Donovan has thirty-one years of telephone service to his credit, officially starting in June, 1892, but in fact actually beginning January 21, 1890, having been away for two years in another line of work.

Starting out with Courtney Prince in cable work, he remained for about a year and was then transferred to construction work with Martin McHale. Later, he undertook what was called inside wiring work, something like the present "advance wiring." Then, as before stated, he resigned and was away for two years, coming back to us about 1895, entering the Repair Department, first chasing trouble on toll lines and instruments.

This involved a great deal of walking, and while at this late date we have no definite information, we have reason to think that Mr. Donovan was chosen for this job because of his athletic build and powerful stride, which were certainly needed in the earlier day toll line work.



B. T. DONOVAN

Since 1895, when Mr. Donovan returned to our fold, he has been continuously with the Maintenance Department, and barring rush jobs in other offices has always "run out of" Main Office.

He has a hobby—lucky man—and this hobby is swimming. During the warm weather, he haunts the beaches and races with the fish.

A few years ago, not many, Mr. Donovan, while at one of the bathing beaches, saw three little girls struggling in the water for their lives. In a case like that Donovan certainly knows what to do, and in an instant he was plunging towards them.

Lucky for them that Mr. Donovan is a good swimmer and a powerful fellow, for he was thus able to bring all three of them safely to shore.

If this incident had happened a year later, it might have come within the compass of the Vail Medal awards, but anyhow, Mr. Donovan has our felicitations for his good work, which like all similar good deeds, carries with it its own reward.

Thomas H. Carson
June, 1893—30 Years

Mr. Carson has been in the west long enough to have dropped the "r" dropping habit of the New Yorkers, for until he came to Chicago in 1893 to see the great World's Columbian Exposition, he had been a regular "New-Yawker."

Having spent both time and money in getting thrills out of the world's fair he was shrewd enough to pick out from the thousands of business exhibits, one line in which he decided to engage. He picked the telephone business, and his judgment was certainly good.

He applied for a job with the Chicago company and was immediately accepted and put to work in the underground department.



THOMAS H. CARSON

He has served in that particular branch of the industry, continuously ever since, having seen and been directly connected with its wonderful development, from pump-log to the latest improved types.

Tom says that the only drawback to the old job was that the bigger the work and the greater its importance, the more certain it was to be done on Saturday afternoon and Sunday.

There is very little of the Chicago area that Mr. Carson has not seen torn up. In fact, we think that Tom would do well in Egypt as an "explorologist," except that if he supervised the excavation of any

Digitized by Google

ancient tombs he would probably want to lay conduit in the trenches so as not to waste the labor involved.

Mr. Carson usually takes his vacation in the winter time and returns to the scenes of his childhood. You see that he is not like some of us, afraid to go back.

This year he may combine his prospective New York trip with the Pioneers' convention in Atlantic City, which he, like all good old timers, hopes to be able to attend.

Oscar H. Wallen
June, 1896—27 Years

Mr. Wallen introduced himself to the telephone business over a quarter of a century ago, to be exact, twenty-seven years this June, when he went to Lake View Office, then on Belmont Avenue, in Chicago, as night manager, under the auspices of the Traffic Department.



OSCAR H. WALLEN

In that capacity, he had to chase trouble, butt cords, answer complaints, together with many other minor details which kept him busy twelve hours a day with one night off every ten days, whether he needed it or not.

He also served in the same capacity in North Office, now called Superior, and later returned to Lake View, in some sort of clerical position, for a little while prior to being made tester on the trouble desk.

After some time, he went to Superior again to help out as a tester, and like a pendulum, swung back to Lake View.

Mr. Wallen soon became wire chief in this office which position he held for ten years, finally going down town in 1921 to take up the work in connection with the removal of telephones, P. B. X. boards, etc.

We understand that this is called installation work as a matter of form, but mathematically speaking, it has the negative sign, *i. e.*, "installing it out!"

In describing Mr. Wallen's manner to those who may not know him, we could truthfully state that he is modest and sedate, displaying an equanimity of character which we feel assured should never have been directly acquired from having to start the old Otto gas engine in Lake View Office and keep it running every Thursday.

Mr. Wallen admits that as a disposition trainer, the Lake View gas engine was worse than driving army mules.



VIRGIL JENKS

Virgil P. Jenks
June, 1898—25 Years

At Toledo, Ohio, in June, twenty-five years ago, Virgil P. Jenks began his telephone service as a timekeeper for the Ohio company—rather, the Central Union Telephone Company.

They were then stringing a circuit from Toledo to Bryan, a distance of about sixty-four miles. With the gang, he served as what they called board rustler for nearly two years, and then took up the work of cable splicing, first serving as a helper.

After a year, he was given the full title of cable splicer, and was the only splicer in and around Toledo for five years, from which one may judge how much cable work was then being done in comparison with the present time.

Those were the happy days when the cable splicer located trouble with a hand axe and a clipping knife.

In 1905, Mr. Jenks went to Indiana as cable foreman for a year with H. B. Lewis who is now in Chicago.

Later Mr. Jenks became line and cable supervisor for the state of Indiana and was on the work five years.

We next find him in Terre Haute as cable supervisor for a while, and then he went back to Indianapolis, as line and cable supervisor, coming to Chicago, when the Central Group was organized. In Chicago, he was with Sam Bowsher for a year and subsequently went with M. H. Riley in the Engineering Department.

At present Mr. Jenks is with the Chicago Suburban Division and is engaged in engineering work.

George W. Noe
June, 1899—24 Years

We had the shock of our lives, editorially speaking, when we tried to connect the photograph of George Noe with thirty-four years of service as we "lamped" a copy of the service record for June.

A typographical error gave him thirty-four years instead of twenty-four years and George says that he wishes it was thirty-four, though he does not want to add ten years to his life or service without actually getting the experiences that go with it.



GEORGE W. NOE

Mr. Noe started in the Equipment Division under Foreman Bill Hennessy in the old Harrsion Office on Dearborn Street, Chicago, and in the work of installing switchboard apparatus.

He then went to the P. B. X. Installation and while with them helped put in the original Sears Roebuck board at Fulton and Desplaines Streets. This completed, he was sent back to the Equipment Department helping to put in the new Yards Office, and later became repairman and testman at Wentworth Office, where he remained for several years.

When we next heard from George, he was at Douglas Office with Jack Riddell as switchboard repairman and later became chief tester in the same office, which eventually resulted in his becoming wire chief.

This position he held until the official abandonment of the title when he came down to the General Offices in the Maintenance Department.

Since that time, or for the last seven years, George has been taking care of welfare work in the Maintenance Department under Mr. Broderick.

Looking after the interests of the sick and unfortunate and lending a helping hand is always a peculiar duty, and not every one is qualified to perform it. But from all reports Mr. Noe is the right man in the right place, and he derives a great satisfaction from the good work he is privileged to do.

Robert H. Elling
June, 1899—24 Years

Robert Elling came with us twenty-four years ago as "office kid" for J. S. Ford when the installation and maintenance work of Chicago was conducted principally from the Franklin Street shop.

After about a year, he moved to the sixth floor of what is

Digitized by Google

now known as the old Main building on the corner of Washington and Franklin Streets. Here, he served for about a year with W. C. Yeatman, assistant superintendent of maintenance.

He was then sent to Harrison Office on Dearborn Street in the repair department, but only for a short time, after which he came back to Main Office with Mr. Ford.

When the Plant Accounting Department was formed Bob went with Mr. Harriman in this work, where he has been ever since 1913.



ROBERT H. ELLING

In this department, he has performed manifold duties and just at present keeps a watchful eye or two on Plant employees' records of all kinds, such as service, A. T. & T. stock purchase accounts, and their connection with the pay roll. His people also look after the concession telephones, and various other kinds of statistical work.

It is to Mr. Elling's credit that he has been a consistent "sticker" to the Plant Department with which he has been for his entire service period.

C. Earl Pennington

June, 1902—21 Years

Earl Pennington! Do you know him? You should, and if you have ever attended any of the interdepartmental ball games in Chicago, you probably have heard him on the field boosting the game.

Mr. Pennington is the fellow whose duty it is to look after the blanks and forms of the company. He is with Mr. Fletcher over at the Western Electric, on Clinton Street, and he seems to know, and what is more is able to understand, the meaning of those hieroglyphics, deftly printed in some convenient corner of form sheets, some of which are suggestive of a King Tut inscription, or of the twenty or more mystic numbers inside one's shoes that simply (?) say, Last B—Size 8.

But Earl has been at this work only two years, having come over the from the state engineer's office where he had served as inspector for several years.



C. E. PENNINGTON

Prior to that time he had been over the "Five States" with an appraisal gang, taking inventory of various telephone properties.

Earl's earliest efforts in the battle of life were in the grocery business as delivery boy for his father in Pullman. Aspiring to more interesting things, he sought and obtained a job with the telephone company, first on the outside, in construction work with Mr. Sailor, and later as office boy with L. C. Jones.

In 1908, he aided in the appraisal of the Suburban Division property and admits, yes, almost brags, about having been arrested in company with L. C. Jones in Zion City as suspicious looking character.

On this particular occasion, they were riding around town in a closed rig, occasionally poking their respective heads out of the buggy to count cross arms or something else, when one of the village constabulary force took them to account for their seemingly strange conduct.

Earl openly claims that this was his first and he also hopes it to be his last experience as a potential law violator, and that he has ever since kept out of the clutches of the police.



THE FINE ARTS BUILDING AS IT IS TODAY

Digitized by Google

PLAN TO RESTORE FINE ARTS BUILDING

Old World's Fair Structure in Jackson Park, Chicago, is an Architectural Masterpiece

TENTATIVE plans are now being made for the complete restoration of the old Fine Arts Building of the World's Fair, which stands in Jackson Park, Chicago.

The Board of South Park Commissioners, of which B. E. Sunny, chairman of the Board of Directors of the Illinois Bell Telephone Company, is a member, has awarded the contract for preparing the plans and specifications to Graham, Anderson, Probst and White, and the work will begin at once. This firm has many of the original plans of the building which were for a temporary structure and must now be revised to produce a permanent building. It will require three months to deliver the plans and specifications so that bids on the work may be asked for.

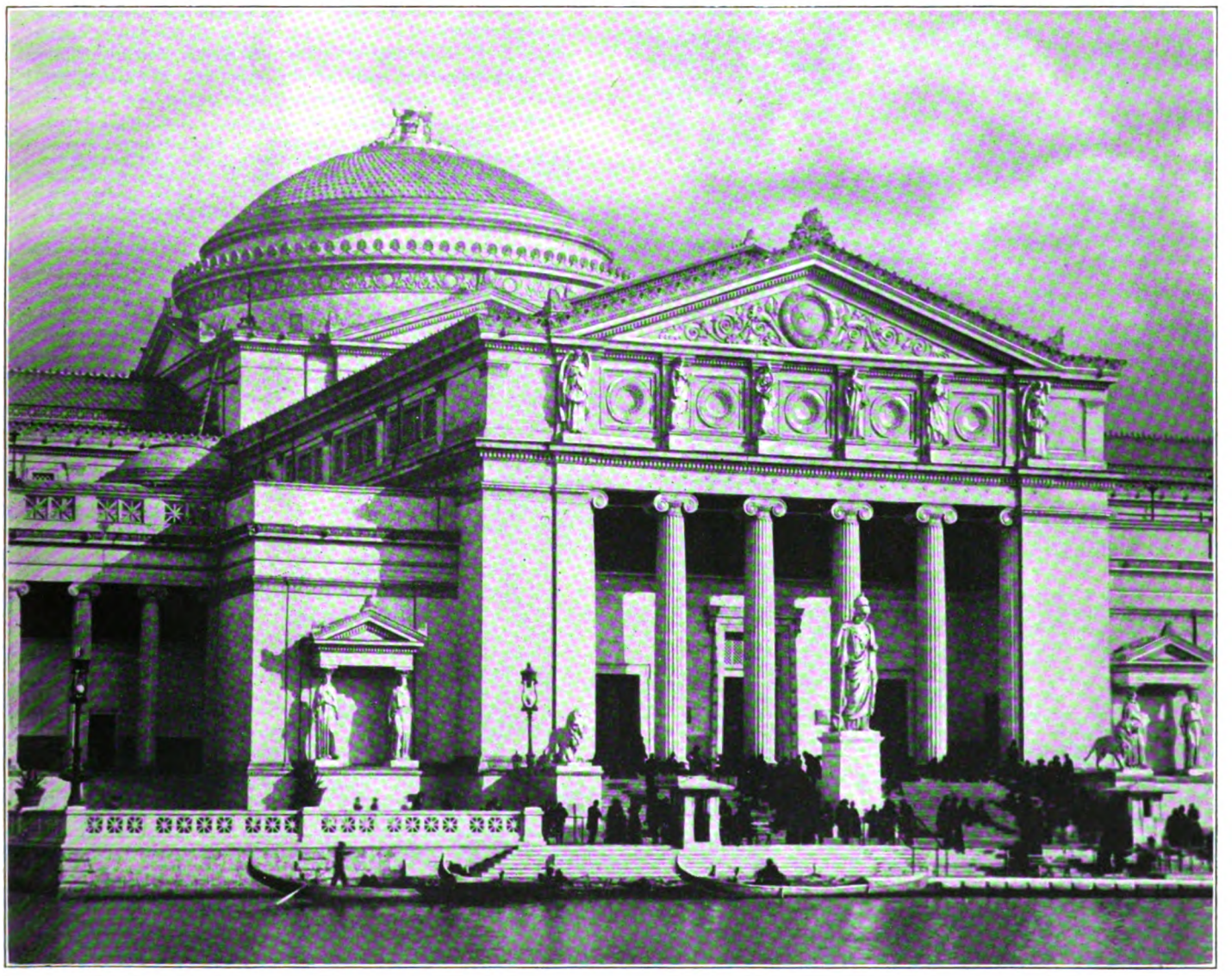
Ernest R. Graham, senior member of the above firm, was associated with D. H. Burnham and Company for many years and built the present building. He has an enthusiastic interest in the restoration of this famous and beautiful structure.

Those who are old enough and were fortunate enough to visit the World's Columbian Exposition in Chicago, thirty years ago this year, will recall this magnificent building, a picture of which is shown in connection with this article. This building was the masterpiece of the exposition in point of architecture. It was built very much more substantially than any of the other fair buildings for the reason that it was expected to house art treasures from all over the world, including those belonging to foreign governments, which insisted on the utmost degree of safety before they would permit the exhibits to be brought to this country.

Shortly after the close of the fair, most of the buildings were taken down, but by reason of its solid construction, the Fine Arts Building was permitted to remain and for a number of years was the home of the Field Museum of Natural History. This museum has within the past two years been moved down town to its permanent home in a magnificent stone building in Grant Park. The question, "What to do with the old building" follows.

The Fine Arts Building is generally conceded by architects,

(Continued on page 41)



Published through courtesy of Chicago Art Institute

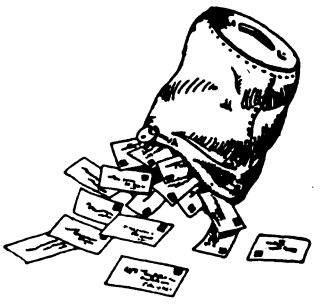
THE FINE ARTS BUILDING IN JACKSON PARK, CHICAGO, AS IT WAS DURING THE WORLD'S COLUMBIAN EXPOSITION

Digitized by Google



WHAT THEY SAY ABOUT US

Here Are Some Letters Received by the Company



UNDER the heading "The Kindly Operator," the following letter from Mrs. Eugene E. Bruckner appeared in the *Chicago Daily News* in the column "Views On Many Topics."

> May I, through these columns, extend my thanks to a telephone operator, on duty between 11 and 12 midnight of April 21? My baby was sick with convulsions and I was almost frantic, unable to recall the exchange of the doctor's telephone. This operator assisted me to her utmost ability by plugging in at this doctor's office and residence 'phone. As most Chicago people know, doctors are hard to get at night, and I really believe if it had not been for this operator's wonderful service we should have lost our baby.
>
> Two nights later a neighbor lost her brother-in-law and was too upset to give a correct number on a hurry call to her husband in Lake Geneva, Wis. This operator again rose to the occasion and got the husband by telephone at his hotel.
>
> We both extend our most hearty thanks to this telephone operator.

The Chicago Nut Manufacturing Company recently wished to have the position of its private branch exchange changed. Following the work which was done at the subscriber's request on Saturday and Sunday, by J. D. Beattie, D. Griffiths and C. W. Kelly, P. B. X. installers, reporting to T. Driscoll, foreman, the following letter was received by W. G. E. Pierce, from E. A. Thatcher, vice president of the manufacturing company:

> As you assisted me so nicely on our getting "off with our right foot" in the matter of the changing of our private exchange switchboard from its old location to our new building, I assume you will be interested in knowing how the work was handled.
>
> In the first place, the change was made without our losing the full use of our board for any of the time the work was going on. This in itself was of great assistance to us. But the principal thing I wish to mention is the splendid coöperation and business-like workmanship on the part of not the particularly fine men actually doing the work, but of each and every member of your organization we had to deal with, either in person or over the 'phone.
>
> The decided pleasure it was to us to do this business with your company and its personnel is something so unusual these trying days in ordinary business alone, and naturally more so in business or work of this kind, that we feel warranted in taking your and our time to let you know of it.

W. R. Abbott has received the following letter from Allen G. Wood, C. S., expressing his appreciation of the courtesy and service he received while having his telephone moved. Mr. Wood says, in part:

> I have just moved my residence from the Edgewater district to the Lincoln exchange and I cannot refrain from mentioning the names of a few of your army who have been my brothers in this effort: E. E. Bent, Mr. McClellan, Mr. Stockhausen and Mr. Burnham. There is one more who should not be overlooked, she is Miss Bradley, the night chief operator at the Edgewater exchange. She has watched my calls for a year or so and rung me by hand when necessary. There was trouble and interference for a long time at that place, and except for her, a large number of incoming long distance night calls would have been miscarried.
>
> I know it is not the policy of the company to allow remembrances to employees, so therefore, if a sincere "thank you" can be transmitted to these people, I will appreciate it.

Charles P. Goodrich, welfare director of the Coyne Trade and Engineering School, sent his thanks for the pleasant trips students of the school have been able to make through West Office:

> During the past two months, the students of Coyne School have been privileged to make inspection trips to your station at 25 South Seeley Avenue. These trips have been made by groups of twenty-five to fifty students weekly until the entire school had been there.
>
> In behalf of the students and Mr. Cooke, I wish to thank the company for the courtesy extended to them. To Mr. Stewart especially, who did all in his power to make these trips interesting and instructive, we wish to give special thanks, and at some future time, we shall again call on you for the privilege of this very interesting and instructive inspection.

From Max H. Ephraim, vice president of The Home Decorating Company, Chicago, comes the following letter commending long distance service:

> It is indeed a pleasure for our company at this time to congratulate you on your service as follows:
>
> Nine a. m. we wired St Louis, Missouri, for our representative to call by 'phone, nine twenty-five a. m., he had 'phoned us and we had a clear connection. Nine thirty-five a. m. we placed a call from our Chicago office to Flint, Michigan. At nine forty-two a. m., we were speaking to our man in Flint, Michigan.
>
> We thank your company for this prompt service and trust it may continue.

Mrs. E. H. Newsome, a Chicago subscriber, recently obtained a very quick connection with her physician, who was needed badly. In writing to the telephone company later, she says:

> Please accept my heartfelt thanks to your employees for services rendered to me at three-thirty a. m., a few weeks ago. At that hour my dear mother was taken ill and your good girls were of the greatest assistance to me in getting a doctor, in fact did everything they could for me when I was frantic with grief and fright. I wish I could thank them personally, but I am ever grateful.

The call referred to was handled by Mrs. Emma Brandebury, a Kenwood night operator.

Following a recent fire at the Calumet Trust and Savings Bank, Chicago, J. L. Laycock, cashier, wrote the following letter to J. J. Bickel, district manager at Beverly Office:

> On behalf of the directors of the Calumet Trust and Savings Bank, I want to express our appreciation of the rapid and efficient service of the telephone operators during the recent fire at our bank.
>
> Your supervisor, Miss Williams, immediately after the alarm was turned in, found out the location of the fire, and called all of the officers of the bank, immediately notifying them of the fire. In addition to that, she kept open the traffic to my home 'phone for at least one hour, rendering excellent service.
>
> We have at all times received service unexcelled from the Beverly headquarters, and when something out of the ordinary happens we have always been given personal attention.

The chief operator at Springfield received this letter from Mr. and Mrs. Engel and family. The letter was addressed to the employees of the telephone company:

> We herewith wish to express our sincere thanks for the quick service rendered us in answering for calls to us and out in the bereavement of our son and brother, Peter Engel and family.

G. L. Brewster of the Chicago Hardware Foundry Company, writes the following letter to the Waukegan Office:

> We want to express our appreciation for the very earnest effort that was made to get through a long distance call for us, for T. C. Gabel at Sparta, Wisconsin, on the morning of May 5. The fact that Mr. Gabel was not at Sparta but had gone on to LaCrosse and that you were able to get this information for us, even though you weren't able to get Mr. Gabel on the 'phone, meant a saving of considerable expense to the Chicago Hardware Foundry Company and the service rendered is very much appreciated.

Miss Anna Anderson, a Waukegan operator, handled this call.

The following letter is from Mrs. P. D. Griffin:

> I wish to take this opportunity to express my sincere appreciation for the favor rendered the family of P. J. Griffin at 6608 Maryland, HYDe Park 7766, when no nickels were avail-

Digitized by Google

able, at about 2 a. m., in the morning on March 31, when it was necessary to call a doctor. My husband was at the point of death and had to be rushed to a hospital for an operation of appendicitis and two credit calls were allowed us, after which proper time we were told to deposit same in the collection box.

Such a service at that time is very deeply appreciated.

Guy Wells Peerson, of Chicago, expresses his appreciation of long distance service as follows:

Will you please express to operator No. 697, my appreciation of her courteous service last Monday night. I was calling Los Angeles from the Ontario Hotel, and I am afraid that I was rather impatient. If I made her work harder for her, I am sorry.

Miss Bessie Curran is the long distance operator to whom Mr. Peerson refers.

Two letters have been received by the Oak Park Office, commending service. One is from Harold H. Rockwell, and reads as follows:

In connection with the Near East Relief Drive and other local matters, I have, of late, had an unusual amount of telephoning to do from my house, 629 North Oak Park Avenue, telephone—Oak Park 2615, and I wish to take this opportunity of saying that the service which I have received from your switchboards has been very excellent. Indeed I do not know how it could have been any more prompt or efficient, and I wish you and the young ladies at the board to know that at least one of your subscribers appreciates your efforts.

The other comes from G. G. Schoneberger:

During the past three weeks, I had occasion to use my home 'phone quite frequently. I could not help but notice that I did not have one moment of delay at any one time. Therefore, time after time, I asked for the number of the operators who were rendering the prompt service, who I found were, evening operators, 188 and 36 and day operators 177 and 152, to whom I wish to extend my compliments and thanks.

The operators referred to are Kathleen Cook, Augusta Neske, Helen Siala and Emma Kuehl, respectively.

From L. Becker, Chicago, comes the following commendation of long distance service:

This morning I was calling from my home 'phone DOR chester 2941, to New York City, Margaret Louisa Hotel, Mrs. Marie Mayer Becker. A very fast connection was necessary as welfare of a person was at stake. In less than three minutes, your operator made this connection for me. I wish to express my gratitude and sincere thanks to the operator who facilitated this rapid connection and for the wonderful service she has rendered me in an hour of need. I shall be obliged if you will advise me the name and address of said party.

Miss Edith Mayer is the Chicago long distance operator referred to.

John Bankhurst of Chicago has written to the company expressing his appreciation of the service given him on a long distance call handled by Mrs. Isabelle Ahearn, a Chicago long distance operator. Mrs. Ahearn has left the employ of the company.

I. E. McMahon sent this letter to the Chicago long distance chief operator:

It is with the deepest feeling of gratitude that I write this letter in behalf of our entire family to extend my sincerest appreciation of the wonderful service rendered us by your long distance night operator No. 351, last night.

On the death of my grandmother yesterday morning, we tried to locate my uncle to advise him of his mother's death, but not having heard from him for over two years, knew nothing of his whereabouts other than Detroit, Mich.

From 6:30 p. m. until 11:15 p. m., her efforts to locate this man were tireless, and instead of showing impatience at each failure to get in touch with him, she seemed to show a greater interest, until at last we were enabled to locate him.

Words fail to express our gratefulness for her courtesy, and we give her full credit for the fact that we at last got in touch with him. A girl of that kind is a credit to the telephone company, and in a crisis of the kind we were facing last evening, service of that sort cannot be appreciated enough.

It is our desire that you advise long distance night operator No. 351 that we at least acknowledged her kindness and the interest shown in this case.

Mrs. Benna Starr is the operator whose number is referred to in this letter. The subscriber failed to give his address or telephone number, so the ticket for this call could not be located to determine the names of those who helped Mrs. Starr in the good work.

A letter from S. K. Benton, 5021 Blackstone Avenue, Chicago, requests that he be allowed to "add a word in praise of the courtesy of your telephone operators." He said that if others were "equally familiar with the words 'Please' and 'Thank You', life would be sweeter for us all."

Plan to Restore Fine Arts Building

(Continued from page 39)

artists and connoisseurs to be one of the most beautiful classical buildings in the world. According to Jay Hambidge of Yale University, an authority on Greek architecture, it is surpassed only by the Parthenon at Athens, which is considered the most beautiful building in the world, although it is now in ruins. Augustus Saint-Gaudens, the famous French sculptor, is authority for the statement that the Fine Arts Building is the most beautiful classic building since the days of Pericles. This authority substantiates the assertion that America—in fact, Chicago—possesses the world's second greatest architectural monument in classic style. There is little doubt that if this building were located in a foreign country, and if its beauty were exploited, Americans would travel far to see it.

Under the guidance of the Chicago Chapter of the American Institute of Architects, and with the financial assistance of the Second Congressional District of the Illinois Federation of Women's Clubs, who raised $7,000, one corner of the building is being restored to prove that restoration work can be done, to emphasize the great architectural beauty of this structure and to arouse public interest and support.

This corner is being resurfaced by the John J. Earley process in which a combination of quartz, Portland cement, and reinforced concrete is used, presenting a permanent beautiful texture and a rich old marble effect of color. This cement composition, used on the "Fountain of Time" on the Midway, is pronounced by experts to be more permanent than stone or marble.

When restored, this building will be an appropriate memorial to the World's Columbian Exposition and an art treasure without equal. Even for the moment if no practical use could be made of the building it would be well worth preserving merely as a monument of intrinsic art value. But in addition it is a needed asset to a metropolis such as Chicago.

It can be used as a great art museum, similar to the Trocadero in Paris, or for many useful public purposes affecting community life. It could be advantageously used to inaugurate a national school to encourage American art and architecture. America is fast becoming one of the great cultural nations of the world, and it is, therefore, necessary to stimulate native ability so that the spirit of this great democracy may be adequately expressed in its art and architecture. The Fine Arts Building is a fitting place to inaugurate this auspicious movement. The very fundamentals of enduring art are an integral part of this grand structure, representative of the culture of the past.

The Fine Arts Building, due to its great height, size and skylight facilities could easily accommodate full size reproductions of the great masterpieces of all periods, such as the art and architecture of Egypt, Greece and Rome, as well as of modern times. Such a museum would form a much needed supplement to the Art Institute which has already had to decline many rare and beautiful works of art because of lack of housing space. Some conception of the enormous size of this building may be gained when we realize that its floor space covers over six and one-half acres.

The two photograps accompanying this article show the past and present appearance of the building. The one taken through the trees was a prize winner in a recent Bell Telephone Picture Makers' contest. It shows the great natural beauty of the site of the building.

The final decision as to whether or not the work will be done probably will rest with the voters as the plan is to submit the appropriation to a referendum vote.

Digitized by Google

Memorial Day Services Held Overseas

THROUGH arrangements made by the Bell System with the International Western Electric Company in France, on Memorial Day this year the graves of all former Bell System employees were decorated. An American or French veteran was assigned to each cemetery in which former telephone men are buried, to see that the arrangements were carried out.

The final figures on the number of Bell System employees who lost their lives in the World War while overseas shows that eighty men made the last sacrifice. Of these, five were reported missing in action, eleven have never been accounted for and the graves of sixty-four have been located. Sixty-one of these are in France, two in England and one in Ireland.

For itself and the Associated Companies the American Telephone and Telegraph Company has made a substantial contribution to the endowment fund which the American Legion, in coöperation with the American Overseas Memorial Day Association, is raising to assure perpetual care of all American graves in France. The contribution that has been made will make certain that the graves of all former telephone men permanently buried abroad will be perpetually cared for.

Two Irving Operators Taken By Death



MISS SIGRID DAHBORN



MISS GARNETTE JANSEN

IRVING operators regret very much the recent loss of two of their fellow workers, Miss Garnette Jansen and Miss Sigrid Dahlborn. Miss Jansen had been an operator for a year and a half. She was taken ill with a severe cold which later developed into influenza and caused her death on April 7. Miss Dahlborn, who had been an operator for over six years, had been ill with a lingering illness for over a year, and died on April 15. Both girls were popular at Irving and their many friends in that office join with the respective families in sorrowing for their loss.

Supplies Division Man Dies

PATRICK HAYDEN, an employee of the Supplies Division of the Department of Buildings, Supplies and Motor Equipment, died at 11:15 p. m. May 2. Mr. Hayden had been connected with the telephone company since March, 1892. He would have been fifty-five years old on May 20.

Funeral services were held at home of his sister, Mrs. Cullerton, 1159 Segewich Street. Michael Hayden, a brother, is employed by the Department of Claims.

Do You Remember Way Back When—

POLE steps were first placed on poles to prevent accidents? That was an event long before the time of many of us and long before safety methods had been thought of. However, it was one of the first steps towards the safety of the telephone worker

Many of the old timers in the company will remember when it was first suggested that pole steps be used. They will recall how some of the "boys" scoffed at the idea, yet some who were more far-sighted than others realized just what a saving to life and limb this would be and gave it their wholehearted support.

Safety belts were first introduced? 'Way back in the early eighties when safety belts first began to be worn around this neck of the woods they were looked upon more as a convenience for the man working on a pole. Nobody at this time even gave it a thought that the safety belt, in time, would be one of the most reliable pieces of equipment of the lineman for accident prevention.

Some of our earliest safety bulletins read as follows: "You are invited to join. No dues. Just memorize the following pledge and obey it. 'I will carefully observe the safety rules suggested by common sense and directed by my own experience and the experience of my fellow workmen.

"'I will do my work carefully, avoid all unnecessary risks and in every way possible, endeavor to prevent accidents and injuries to myself and others.

"'I will report at once any condition or conditions likely to result in any accident and whenever possible, will make suggestions for proper safeguards.'"

Getting back to the old days, it may be well to call to the attention of employees the fact that the Illinois Bell Telephone Company was the first member of the Bell family to affiliate with the National Safety Council in the movement which has since spread over the entire country—accident prevention.

From the early safety thoughts there has been a great development as the years have gone by. Beginning in a rather obscure and hazy manner, various industries which have taken up safety work have greatly developed the safety bureaus and accident prevention committees within their establishments to devote their time to reaching the employees by keeping the message before them.

The Timeless Things

Men write their names on marble, and in a little day
The wind-rush and the rain-wash erase them quite away.
Men build them halls of granite—and Time's ironic hand
Make of their grandeur at the last but rubble in the sand.

The towers of Troy and Babylon have withered, bronze and stone;
The names of Nineveh and Tyre are wind and dust alone.
They heaped their beams to heaven—they delved earth's inmost deeps—
And the slow turf alone may mark where their dead pride now sleeps.

But firmer far than marble are stone of mortal trust,
And human hearts remember when granite turns to dust;
And he who builds for human needs, for service tried and sure,
While faith and honor flame undimmed, his work will yet endure.

O builders, toilers, artisans, hewers of wood or stone,
Toiler and task are dust at last! the dream remains alone.
So let the fire of high resolve harden the baser clay—
That Time may test your work at last and turn, repulsed, away!

—Ted Olson in Forbes Magazine.

Digitized by Google

TELEPHONES ON THE "OULD SOD"

Newspaper Story Sent To Evanston Operator Tells of Expansion in Dublin Under The Free State Government

IN AUGUST of last year, Mary B. Mooney, an Evanston operator, took a trip to Ireland, and had the opportunity to visit some Dublin telephone offices. A telephone supervisor whom she met while in Dublin recently sent her a newspaper clipping telling of the telephone improvements and extensions being made in that city.

The newspaper article states: "Regarding a rumour of big telephone extensions in Ireland the postmaster-general interviewed to-day, said that in the estimates adopted by An Dail the sum of £105,000 had been allocated for the development of telephones. This sum compares infavourably with the telephone development, say in England, where no less than 9,000,000 have been voted for the current year.

"Because of the smallness of the Irish vote it is taken for granted by those who see the advantages derived from well-developed communications that this country intends to lag behind. Such a conclusion is, however, erroneous.

Consolidated Fund

"Telephone grants come from a consolidated fund repayable by the post office in principal and interest. In other words, the national exchequer is nothing the loser by the monies so invested, and for this reason, beyond the fact that every scheme needs to be sound financially, there is really no limit governing the application of monies for this purpose. Because of this saving clause, then the postmaster-general thought that people of this country may reasonably look forward to a very rapid extension of the 'phone in town and country in the next few years.

Work in Dublin

"During the past six months big underground schemes have been laid for Dublin. Some of them main and others branch lines, and not a few of the underground type for distant suburbs. Some of the most urgent of these have been finished, others are on the point of being, and before the end of the year only a few will still remain unprepared to harness to the work that awaits them.

"It is no exaggeration to say that more underground cables will have been laid in Dublin during the present year than during the combined years since 1913. Schemes covering any possibility of expansion for years to come are also in readiness for Cork and Limerick, but the troubled political conditions and the more urgent need of men elsewhere have thrown these into the background for the moment. It is hoped, however, to get a move on in these cities at the opening of 1923.

Urban Areas

"Representations have come to hand from many urban areas throughout the country, such as Skibbereen, Bantry, Macroom, Trim, and Navan, for the introduction of the 'phones. This is a healthy sign, and as a matter of fact every such area should be up and doing and furnish particulars of its requirements, together with the minimum number of people likely to avail of the facilities.

"It should, however, be understood that a minimum number of subscribers must be guaranteed and that this number is, approximately, twenty. In the case of urban areas no useful purpose can be served at present in proceeding with the laying of lines in consequence of irregular depredations; but much other useful work leading up to this point can be got on with, and for this reason applications and other data are welcomed now.

Up-to-Date Farming

"The time has arrived, too, when farmers in this country, as elsewhere should begin to examine the value of the 'phone as a medium of rapid communication. For a busy man time saved is money saved, and by a judicious use of the telephone in the buying and selling of goods, apart altogether from other obvious advantages, it should pay farmers to adopt the system extensively. Farmers such as those in County Dublin depending on varying market prices should organize and make their claim. It will pay them ten-fold. The multiplex system (party line) used generally in the United States, which provides for only a single circuit for a number of users, is, because of its cheapness, the best system for rural communities.

Position in Dublin

"When the Free State took over the post office some 650 applicants in Dublin were awaiting telephonic installation. Some of these extended back over years. To-day the number is down to twenty-five, and the non-provision of lines in these cases is due solely to cable shortage in a particular district.

The post office is, consequently, in a position at the moment in the major part of Dublin to install 'phones at very short notice, and so keen is it on their extension that a number of canvassers have now been put on the road to seek orders. The present number of 'phones in the Dublin district is, roughly 7,000 and it is hoped to bring the number up to the five figure level by the end of 1923.

Automatic Exchange

"The automatic exchange system, which is still to some extent in the experimental stage in other countries will be introduced here if the result elsewhere proves satisfactory. The working of this system which provides for automatic ringing through, otherwise without the medium of exchange hands, is being carefully watched and information at the moment rather tends to the view, on the combined score of expense and expedition, that the time is fast approaching when the possibility of blaming the inattention of the exchange will be a thing of the past.

Efficiency of Operating

"Asked as to whether an improvement in the actual operating of the 'phones had been made since the taking over, the postmaster-general said that test returns are taken from day to day, and averages produced from these returns, and whilst expedition is not yet quite up to the level desired, they were fast approaching that level, notwithstanding that their equipment had been largely made up in recent years of discarded English material.

"When trouble arises on a 'phone it is not always the fault of the operator; it may be faulty wires or faulty instruments and even the subscriber is not always free of blame.

"Prompt attention on the part of the subscriber is as necessary to an efficient service as prompt attention on the part of the exchange operator. Time lost in putting through a call is very often due to inattention on the part of the distant subscriber, and the public can do much on their part to assist in speeding up the service.

"Genuine complaints will always receive immediate and sympathetic consideration, and every effort will be made to give the public the maximum of value for their outlay."

Digitized by Google

J'ever know it to fail?



Digitized by Google

ACCIDENT PREVENTION

"SAFETY FIRST"

The Illinois Bell Telephone Company is a member of the National Safety Council and the Chicago Safety Council

IT TAKES BUT A MOMENT'S THOUGHT TO PREVENT ACCIDENTS, BUT IT TAKES A LONG TIME TO GET OVER SOME OF THEM.

No Accidents in Four Months

TWO departments of the Illinois Division Plant have gone the first four months of this year without a single accident, three others show accidents in which no time was lost and the remaining four all have lost-time accidents checked up against them.

The following table shows their standing:

Department and Superviser	Avr. No. of Employees	No Lost Time Accidents	Lost Time Accidents	Total Accidents.
Supplies and Bldg.				
W. E. Farney	10	0	0	0
Transmission				
H. O. Saunders	13	0	0	0
C. O. Equipment				
R. D. Wallace	43	1	0	1
Engineering				
W. E. Montrose	45	1	0	1
Springfield				
E. R. Millard	69	4	0	4
Peoria				
S. P. Gable	104	4	0	4
Alton				
James McQuire	47	3	3	6
Rock Island				
I. O. Schultze	94	3	3	6
Champaign				
James Conaty	110	7	3	10
Construction				
T. F. Ryan	524	14	3	17

Learn to Swim

VACATION season is here once more. Ever since we returned to work after last year's rest or exercise period, whichever it happened to be, we have been looking forward to the time when we can close our desk and jump away on another trip. Many of us will go away to watering resorts to spend our vacations but there will also be many who will remain at home and will enjoy the city beaches or nearby lakes and streams. No matter where you go, our advice is for you not to attempt to outdo your companion unless you are an expert swimmer and a boat is accompanying you. Stay in water that is not above your waist unless you do know how to swim.

Everybody, regardless of whether he be man, woman or child, should learn how to swim. If you are going to learn this summer be sure that you have a careful and safe swimmer with you. To safeguard your own life be sure that your teacher or instructor is the kind of person you would want to trust with your life. As soon as you have learned to swim and feel confident in the water teach the other members of the family. Take the kiddies in very shallow water and give them their instruction.

There are a lot of rules that are put out for vacationists every year but the best advice for those who visit the watering places is "learn to swim". Doubtless many of you who read this will have read similar articles in other books, newspapers or magazines. Telling some folks what they should do safely and what they should not do at all is a pretty thankless task but if at least one person who reads this will realize just what it means to be careful when in swimming we will certainly have accomplished something.

While you are on your vacation this year remember your accident prevention and first aid teachings, because they may prove valuable. Before you leave on your trip be sure to read the first aid pamphlets explaining resuscitation by artificial respiration so that you will know what to do in any emergency. We can't make your vacation a safe one, but we can give you the thought, and it up to you to do the rest.

TOO OFTEN A GRADE CROSSING IS THE MEETING PLACE OF HEADLIGHTS AND LIGHT HEADS.

For the Love of Mike Spare the Horn

By Abe Greenberg, Yellow Cab Instructor

THE horn is too conveninet for most cab drivers. It is so much easier to blow it than it is to slow down that most drivers take the line of least resistance. Constant use of the horn is an infallible sign of a punk driver. If you are a good driver, you rarely have to use your horn. If you are a poor one, you have to use it all the time trying to blow other cars and pedestrians out of your careless and uncertain way.

Taxicab drivers ought to have learned by this time that they can't blow danger out of the way, and that they do have to use their own brakes.

I believe a law ought to be passed requiring the installation of the horn in the rear of the cab. Then, every time a driver wanted to blow somebody out of his way, he would have to stop the cab, run around to the back, blow a couple of blasts, and then start it all over again. There are others that this applies to.





Digitized by Google

TAILORED MODE INTERESTS CLOTHES-WISE WOMEN

Coats Designed with Consummate and Unvarying Smartness—Colorful and Exquisite Patches Add Sparkle to Plain Fabrics — Separate Skirts Bear Unmistakable Stamp of Individuality.

By Maude Hall



Jacket 1693
Dress 1629

Jacket 1576
Frock Skirt 1616

Coat 1652

THE conservative and consummate smartness from which the clothes-wise woman never departs is emphasized in a genuinely fascinating way in the new tailleurs and top coats. The models are creations of designers with a genius for styling apparel for the discriminating. Their variety is pleasant and almost infinite—swagger coats and suits for young women and women who want to be young; conservative models for more mature women who demand dignified charm combined with ultimate style. One can wear them on almost every occasion and be well-dressed. The smart materials embrace cordelette, Poirette, twill-cord, purltwill, cordine, lustrosa and a light weight marvella, especially adapted to mild-season wear. Preëminent are the fabrics with twill or pile effect. Fashionable colors are caramel, pheasant, cinder, batwing, cardilla, lentil, pecan, mist, malabar and mountain-haze, bisque and marine blue for sports apparel.

(Continued on next page, column 2)

Patterns for Designs

The designs shown on these pages are supplied by The Pictorial Review, New York. Patterns may be obtained from any Pictorial Review agency.

Digitized by Google

Lesson In Home Dressmaking

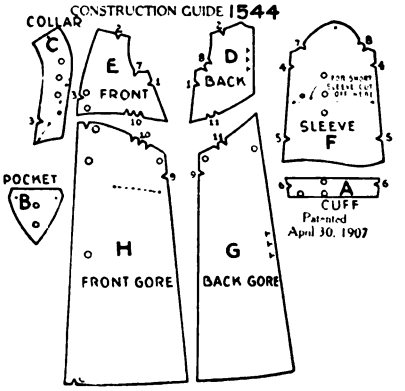
Empire Kimono with V-Shaped Neck, Flowing Sleeves and Three-Piece Skirt



Lad'es' Empire Kimono

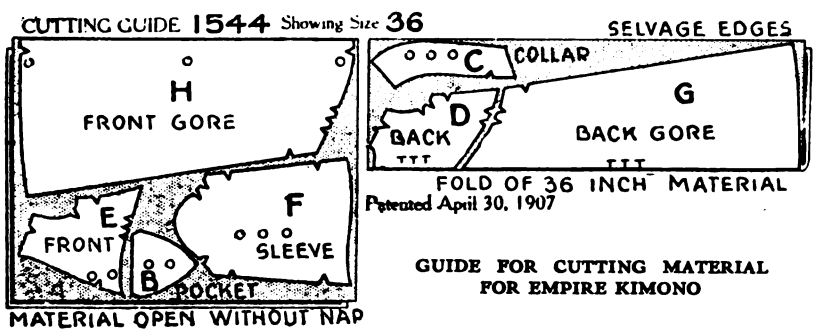
HITHERTO has the kimono been made in one piece, but Dame Fashion has decreed a change, which guarantees a smarter line and more graceful effect. The latest models have a three-piece skirt attached to the lower edges of a waist that is so short as to suggest the Empire styles. The design pictured is suited to development in flannel, cotton or wool crêpe, voile or crêpe de Chine. The V-shaped neck is finished with a deep collar bound with satin ribbon and ribbon also edges the flowing sleeves. Medium size requires 4⅝ yards 36-inch material.

Instead of folding the material for the front gore, it should be laid upon the cutting table in open width, with right sides facing. This enables the home dressmaker to cut the two front gores at once, also the front of the yoke, the pocket and sleeves. Now, fold the remaining material and lay the back of the yoke and back gore of the skirt along the lengthwise fold so that the triple "TTT" perforations will rest on the fold. Cut the collar from the remaining material, placing the large "O" perforations over a lengthwise thread.



Begin the making with the waist. Close the under-arm and shoulder seams as notched, then close the center seam of the collar, which is indicated by a small "o" perforation. Sew the collar to the neck and front edge of the kimono as notched, with center-backs even.

Now, take the sleeve and close seam as notched and bind the edges with ribbon. Sew sleeve in armhole as notched. Hold toward you when basting it in the armhole. The skirt comes next. Join the gores as notched and turn the hem at front edge of front gore at notches. Sew the skirt to the lower edge of front and back sections "D" and "E" with notches, center-fronts, center-backs and seams even. Turn hem at the lower edge and adjust pocket to position. If desired, a monogram may be added either to pocket or collar.



GUIDE FOR CUTTING MATERIAL FOR EMPIRE KIMONO

Tailored Mode Interests Clothes-Wise Women

(Continued from preceding page)

The three last named are listed as "radiant" tones and are charming in wraps and suits for tennis, golf, and other outdoor activities.

While many of the models—the majority, perhaps—are beautifully plain, large numbers of suits and wraps are individualized with embroidery, braiding and fancy stitching. Colorful and exquisite patches, which take the form of pocket flaps, sleeve bands, etc., add sparkle to plain fabrics in modish dark shades, while dark patches are used with materials of light color.

To reflect the newest phases of the mode, coats built upon the straight lines so long familiar, introduces changes in collars, cuffs and sleeves. Large armholes are a favorite detail in smart development, and they are featured in a coat of cinder color cordine lined with self-color crêpe. The collar is rolled with the fronts of the coat, forming revers. The sleeves that are set into the very large armholes are in one piece, with the lower edges stitched with straps of self-material. To hold in the fulness there is a plain belt, straight and finished upon the lines of the hip-bands that trim modish overblouses. Buttons serve the dual purpose of trimming and means of adjustment.

The latest word from Paris dictates a coat that fastens at one side, as a rival of the wrap-around model. It may be made with or without a seam at the center-back, thus lending itself to development in single as well as double width materials. The fronts are underfaced and, if desired, may be rolled with the convertible collar forming revers. Turn-back cuffs finish the kimono sleeves and the attached one-piece skirt is finished with a wide applied belt. Showing the tendency toward front drapery and surplice closings, many coats are slightly bloused in a way to display the depth and bloom of the fabric.

Suits are as charming in their variety as are coats, and there is a decided flair for the jacket of trig box design, with fastening at the side. Either a button, several buttons or a bow of ribbon may be used to adjust the jacket. The fronts are usually rolled with the revers and the skirt, while modest is modish and bears the unmistakable stamp of individuality, as do all of the season's skirts. For trimming, the jacket adopts several rows of flat silk braid which are stitched about the lower edge and repeated on the roll cuffs of the semi-flowing sleeves.

The first Paris requisite that a dress must have color somewhere about it is obeyed in a costume dress of fallow brown wool crêpe, with jacket of twillcord. The jacket has revers and overlaps for the pockets, made of bittersweet satin. Bittersweet, by the way, is a new shade of orange-brown that is constantly growing in vogue. Double rows of orange and brown darning stitch embroidery thread their way between the twin pockets, emerging into beautifully worked tailors' tacks. The collar is also trimmed with darning stitch. Reflecting the newest phases of the season's mode, these costume suits choose the crêpes and twillcords for their fabrics in such smart tones as batwing—soft brown-brushed gray—Porto Rico, a slightly deeper tone—cobweb, marine blue and the always distinctive black.

Footwear is intensely interesting, the pump being featured in many guises. Nothing is better liked for general wear than the Colonial type of patent leather with gray suède inlay or the bronze kid with brown ooze inlay. For dressy purposes there are pumps in black ooze inlay. For evening wear the metallic satin and colorful brocades are in smartest demand.

Digitized by Google



The Persistent Genoa

Subscriber: "Do you have an operator by the name of Genoa, G-e-n-o-a?"

Grand Island Information Operator: "Why, no, we do not have an operator by that name but we do have a town named Genoa."

Subscriber: "Well, Genoa has been calling Mr. H———— all evening and he is ready to talk now."—*Northwestern Bell.*

Do Tell

On a dark and "Willys Knight" a "Pathfinder" set out to locate the "Chevrolet." On this trip he was forced to "Ford" the "Hudson" and "Dodge" "Overland" in his rush to make a "Paige" in history. With a load of "Saxon" he was struck by a "Pierce Arrow" and was knocked "Cole."

"Visible telephone conversations are not impossible. I had one yesterday with a young man in a building which faces mine in Brooklyn. He works for a broker, telephoning customers, and I see him all day long, gesticulating, even putting down the receiver sometimes so he can use both hands. To-day he called me up, and I could see him from my window as he talked. He spoke so rapidly I couldn't get a word in edgewise, and when he finished, out of breath, I said, 'Say, if you'll look out of the window you'll see me laughing at you.' Then I hung up. I could see his jaw drop in surprise, and finally he broke into a smile."—*New York Evening World.*

A New Class of Service

The Independent Telephone Company of Council Bluffs, Ia., received the following request recently:

"Would you kindly advise me approximate cost for installing a twin telephone in my residence. We have just the one 'phone in our dining room and would like to have one in our library."—*Northwestern Bell.*

Certainly the Telephone Doesn't Bite

A certain fair member of the department was having such an interesting conversation over the wire recently that in her excitement she kissed the 'phone and cut her lip.—*Commerce Comment.*

Worth Trying

Biggs: "What do you mean, you're going to reverse the practice this year when you make your garden?"

Jiggs: "I'm going to plant a variety of weed seeds and see if vegetables will come up."—*New York Sun.*

Telephony

Mrs. Potts: "Henry, that was a woman's voice on the *telephone!*"

Mr. Potts: "Yes, my love; it was the telephone operator."

Radio Days

"And what did the poor little dog do when you cruel boys tied a can to his tail?"

"Oh, he just went broadcasting down the road."

No Gain for Pains

Bimbo: "Did your garden win any prizes last summer?"

Timbo: "Indirectly, yes. My neighbor's chickens took first prize at the poultry show."—*"Topics of the Day" Films.*

"Has he taken up radio as a fad?"

"No, as a frenzy."

—*Boston Transcript.*

Exciting the Supervisor

Grand Island Instructor: "If a subscriber placed an emergency call, what would you do?"

Student: "I'd write 'emergency' in the special instruction space just as hard and fast as I could. Then I'd ring the supervisor and get her all excited."—*Northwestern Bell.*

Taking Precautions

A clergyman from northeastern Pennsylvania tells the story of an Italian who brought his baby to him to be baptized.

"Now," he said, "you see you baptize heem right. Last time I tell you I want my boy call 'Tom,' you call heem Thomas. Thees time I want heem call 'Jack,' I no want you call heem Jackass!"—*Cherry Circle.*

He Should Worry

Buddy was up before the disability board. The pompous alienist was asking him a long string of questions to determine his mental condition and Buddy was rapidly getting disgusted.

"Quick," shouted the celebrated doc, "tell me this: How many legs has a lobster?"

Buddy looked at him crushingly before replying.

"For the luvva Mike," he said, "is that all you got to worry about?"—*American Legion Weekly.*

A Smart Office Boy

An insurance man says his company recently took on a new office boy who is a wonder. A man came into the office the other day and asked: "Can you insure the immortal soul?"

"I don't know," the kid replied, "but if you will wait just a minute I will ask the manager of the fire department."—*Cincinnati Enquirer.*

None Better Than the Old One!

A Holdrege, Nebr., operator recently saw two telephone directories hanging on the wall near a telephone, and said to the lady of the house, "The old directory should be destroyed."

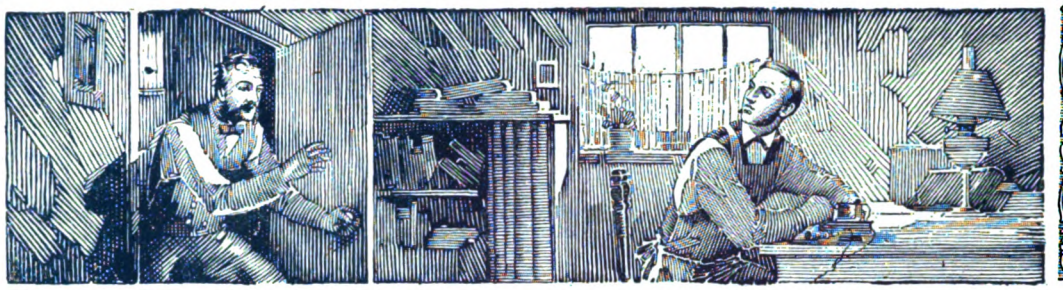
To which the old lady answered, "Oh, no, there are names and numbers in the old one that aren't in the new one!"

After a short pleasant explanation, the old directory was destroyed.—*Northwestern Bell.*

She sat on the steps at eventide
Enjoying the balmy air,
He came and asked, "May I sit by your side?"
And she gave him a vacant stair.—*Hello.*

Digitized by Google

1923 · · JUNE · · SIXTH MONTH



ON JUNE 2, 1875, Alexander Graham Bell and his assistant, Thomas A. Watson, were testing two instruments connected to form a "harmonic telegraph." Watson had just plucked the steel spring of his instrument when Bell rushed from the next room shouting, "What did you do then? Don't touch anything!" Over the connecting wire he had *heard* the twanging spring. He found the make-and-break points of Watson's instrument welded together, and at once realized that the accident had revealed to him the secret for producing an undulating current, which for some time he had believed to be the basic principle of electrical speech transmission. Thus the telephone was born.

MOON'S PHASES

	Eastern Time D.	H.	M.
☾	6	4	19
●	14	7	42
☽	21	3	46
○	28	8	4

For Central Time deduct 1 hr.; Mountain Time, 2 hrs.; Pacific Time 3 hrs.



JUNE *hath* 30 days

"By diligence and patience the mouse ate in two the cable"—Poor Richard

CHARADE

My first is found in tempest
But not in hurricane;
My second's found in deluge
But never found in rain;
Give a rogue an inch, 'tis said,
And he will take my third;
My fourth's in every letter
But not in any word;
My fifth you'll find in plenty
And penury as well;
My sixth is found in heaven
And likewise found in hell;
My seventh to my eighth prefix,
Then add my ninth: when done
You'll find that from three letters
You've made a single one.
My all, a faithful servant,
Stands ever close at hand
Uniting all the millions
Of people in the land.

Ans.—Telephone.

A RELIC OF ALEXANDER GRAHAM BELL

Please keep silence

Notice written by Bell and posted in his Boston laboratory on the occasion of a Boston-Salem (14 miles) "Long-Distance" demonstration, in 1877. On exhibit with many others in the Bell System Museum.

THE TELEPHONE IN NEW YORK

In 1877, New York City had but two telephones.

The expansion since then has been rapid. In 1900, the number of telephones in the city had grown to 67,229; in 1905, 221,902; in 1908, 326,907; in 1915, 612,712; and in 1920, 892,198. On October 1, 1922, the metropolis had 1,050,632 telephones—incidentally, more than there were in the whole United States on January 1, 1900.

More than a third of the employees of the Bell System are now purchasing the stock of the American Telephone and Telegraph Company.

1—Fr.—**Ste. Jeanne d'Arc.** Kentucky admitted to the Union 1792; Tennessee, 1796. Trans-Mississippi Exposition at Omaha, opened, 1898.

2—Sa.—**Principle of electric speaking telephone discovered by Bell, 1875.**

3—Su.—Bank of St. Louis incorporated by territorial legislature, 1813. First telephone installed in Harrisburg, Pa., 1880.

4—M.—First through train from New York arrived at San Francisco, 1876; time, 83 hours, 34 minutes.

5—Tu.—*In 1897 only 400,000 telephones in U. S.; in 1917, 11,000,000.*

6—W.—*Indianapolis Star*, first issue, 1903. Battle of Belleau Wood, France, begun by 2nd Division, A. E. F., 1918.

7—Th.—Ashtabula Co., O., first in West. Reserve, formed, 1807.

8—Fr.—*Telephone investments of the U. S. more than $2,000,000,000.*

9—Sa.—American Red Cross organized, 1881. Vigilance Committees organized in San Francisco, 1851.

10—Su.—403rd Tel. Battalion (Ches. & Pot. Tel. Co.) sailed, 1918

11—M.—Detroit destroyed by fire, 1805. San Jose Mission, Cal., founded, 1797.

12—Tu.—Hudson, N. Y., made a port of entry, 1790. First church service in Colorado, at Denver, 1859.

13—W.—405th Tel. Battalion (Mountain States Tel. & Tel. Co. and others) arrived home from France, 1919.

14—Th.—FLAG DAY. *New York World*, first issue, 1860.

15—Fr.—Arkansas admitted to the Union, 1836. *Burlington (Vermont) Free Press*, first issue, 1827. *Deseret News*, of Salt Lake City, first issue, 1850. Construction of first railroad in Colorado begun, 1870.

16—Sa.—*Denver has as many telephones as Greece, Roumania, Central America and Luxemburg combined.*

17—Su.—Site of Indianapolis selected, 1820.

18—M.—Cornerstone of Franklin Institute, Phila., laid, 1825. *Atlanta Constitution*, first issue, 1868.

19—Tu.—*Omaha Bee*, first issue, 1871.

20—W.—West Virginia admitted to the Union, 1863. First steam vessel to cross the Atlantic arrived in Liverpool, 1819.

21—Th.—SUMMER BEGINS. New Hampshire ratified the U. S. Constitution, 1788.

22—Fr.—Cornerstone of Bank of New York, oldest bank in N. Y. C., laid, 1797. Croton Aqueduct, N. Y. C., opened, 1842.

23—Sa.—First telephones installed in Atlantic City, N. J., 1883.

24—Su.—Monon R.R., first from Great Lakes to Ohio River, completed near Green Castle, Indiana, 1854.

25—M.—Albany connected with New York by telegraph, 1850.

26—Tu.—*Des Moines Register-Tribune*, as *Star*, first issue, 1849. City of Colorado Springs organized, 1871.

27—W.—First ocean steamer to reach Chicago, docked, 1848.

28—Th.—First post-office in Arkansas, Davidsonville, 1817. *Cincinnati Times-Star*, first issue, 1880.

29—Fr.—402nd Tel. Battalion (Southern Bell Tel. & Tel. Co.) sailed for France, 1918. *Philadelphia Inquirer*, first issue, 1829.

30—Sa.—Niagara River crossed on tight-rope by Blondin, 1859.

Digitized by Google



A telephone personality

In your face to face contacts with people, your appearance, your bearing and many other things help you to make the right impression. But in your telephone contacts there is only one thing by which you can be judged—your speech.

An effective telephone personality is to-day a business and social asset. Everybody appreciates the person who speaks distinctly and pleasantly, neither too fast nor too slow, with a clear enunciation of each word, with lips facing the mouthpiece and speaking into it. In business, this is the telephone personality which induces favorable action on the part of the listener. To the salesman it may mean the difference between an order and no order; between an interview granted and an interview refused.

Curiously enough, people who are careful to make themselves effectively heard and understood face to face, often disregard the need for effectiveness in their telephone speech. Perhaps they shout, perhaps they mumble, perhaps they hold the mouthpiece far from their lips. And frequently they never realize that their carelessness has defeated the purpose of their talk.

The Bell System maintains for telephone users the best facilities that science, modern equipment, skilled operation and careful management can bring to telephone speech. But these facilities can be fully effective only when they are properly used.

"BELL SYSTEM"
AMERICAN TELEPHONE AND TELEGRAPH COMPANY
AND ASSOCIATED COMPANIES
One Policy, One System, Universal Service, and all directed toward Better Service

Digitized by Google

537.05
BE

BELL TELEPHONE NEWS



UNIVERSITY OF ILLINOIS LIBRARY
JUL 9 1923

JULY
1923

Digitized by Google

JULY

IN July the pursuit of happiness leads to wooded places and river banks, to the flowering fields and the lake shore. Compilations have not been made, but we are safe in assuming that more persons take vacations in July than in any one of the other eleven months. Statistics regarding picnics likewise are lacking, so we may go on believing that the interurban, the motor truck and the family flivver carry their heaviest traffic of out-door merry-makers and their lunch baskets at this time.

Anyway, July is here and the weather is fine for an outing!



Digitized by Google

BELL·TELEPHONE·NEWS

Volume 12 CHICAGO, ILLINOIS, JULY, 1923 Number 12

CALLS OF CEN tral OFFICE, CHICAGO, ARE NOW "MACHINE SWITCHED"

Cutover on June 9 Put Into Use World's Largest Panel Office— 14,000 Stations Transferred—Apparatus Gives Excellent Results

By John W. Wolcott

AT midnight on Saturday, June 9, 1923, our president, W. R. Abbott, made a telephone call for the mayor of Chicago, William E. Dever. Now, apparently, that is a perfectly innocuous statement of fact, the only possible question which it raises being one as to why Mr. Abbott was up so late.

In truth, however, Mr. Abbott's call was epochal in the Illinois Bell Telephone Company's Chicago progress, in that the act of removing the receiver from the dial telephone which he was using gave the signal to cut into service our first and the world's largest panel machine switching central office.

This first cutover in which 5,500 lines and 14,000 stations were transferred from the CEN tral manual to the new CEN tral machine switching unit was handled in the usual first-class style of A. P. Hyatt's people in making cutovers and marked the fruition of five years' earnest work on the part of literally thousands of people. Of these many people your author was one who came to the job early and stayed late and because of this rather intimate contact with it, it has fallen to me to write about the Plant Department's glory in setting our youngest child up on such good sea legs its first day out from shore.

The Machine Switching Units

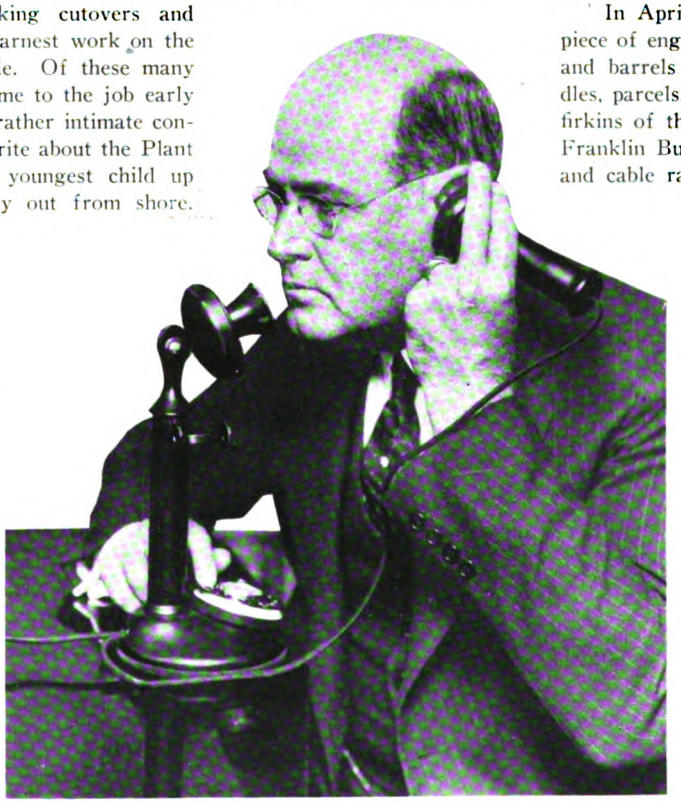
In the Franklin Building, at 315 West Washington Street, are two "panel" machine switching units, the descriptive term panel being derived from the shape of the frames which serve to carry most of the apparatus used in such an office. One of the units, CEN tral, was cut into service on June 9 and the other, into which the STA te subscribers will be transferred, is expected to be cut over in August. The CEN tral unit is arranged to serve 5,800 lines, while STA te can serve 6,400. Both units make use of common outgoing trunks with the result that, treated as a whole, the installation is to-day the largest panel machine switching job of record, an honor which it will undoubtedly soon lose because of our business's habit of growing so rapidly.

Orders for additional or new central office equipment originate in the local traffic engineer's office and are sent by him to the chief engineer who translates the quantities and arrangement of equipment which the traffic people ask for into a specification and an order on the Western Electric Company to do the work.

The early studies of machine switching equipment for Chicago were made in 1918, largely by S. S. Smith, local traffic engineer, and, after a good deal of preliminary sparring around and trying to grasp the fundamentals of the new machine, the preparation of a traffic order was begun. In fact, it was begun several times and finally finished once in May, 1920, when I had the pleasure of accompanying the renowned cribbage player, Bob Ferris, to New York with it for a check by the engineers of the American Telephone and Telegraph Company. I don't remember that we rewrote the thing when we got to New York, but if our previous average was maintained we did, and maybe twice.

In April, 1921, as a result of this masterpiece of engineering, great truck loads of boxes and barrels and hogsheads, kegs, crates, bundles, parcels, packages, cans, tubs; in fact, even firkins of things, started to be unloaded at the Franklin Building along with oodles of conduit and cable racks and iron work. This delivery work was accomplished without a single accident, as described elsewhere in this magazine. Then the unpacking began and on display was the most wonderful and at the same time most weird assortment of unusual and irregular pieces, parts and hootinannies that ever before came in out of the wet under one roof. Ferris went over and looked at the things for which his work was somewhat responsible and returned to take the manual pledge, but he couldn't keep it, for machine switching had him for keeps just as it has all of us for whom it has made play out of work.

Shortly afterward James E. Moon, of the Western Electric Company, came to take charge of the installing work. Mr. Moon built up a gang of more than 500 men while he was with us and entrenched himself wholly in their hearts because of the new basis of relations which he established with his crew. In Tampa a reader reads aloud all day to the cigar makers and the day seems to pass more quickly. Moon ran a phonograph for his



THE FIRST CALL

Promptly at midnight, June 9, President Abbott dialed the residence number of Mayor Dever and gave the mayor the first official call made over the new system. Mr. Abbott said:

"Forty-eight years and one week ago to-day, Alexander Graham Bell discovered the principle of the electric speaking telephone.

"Chicago, meanwhile, has developed beyond the predictions of those days, and the development of the telephone has been even greater.

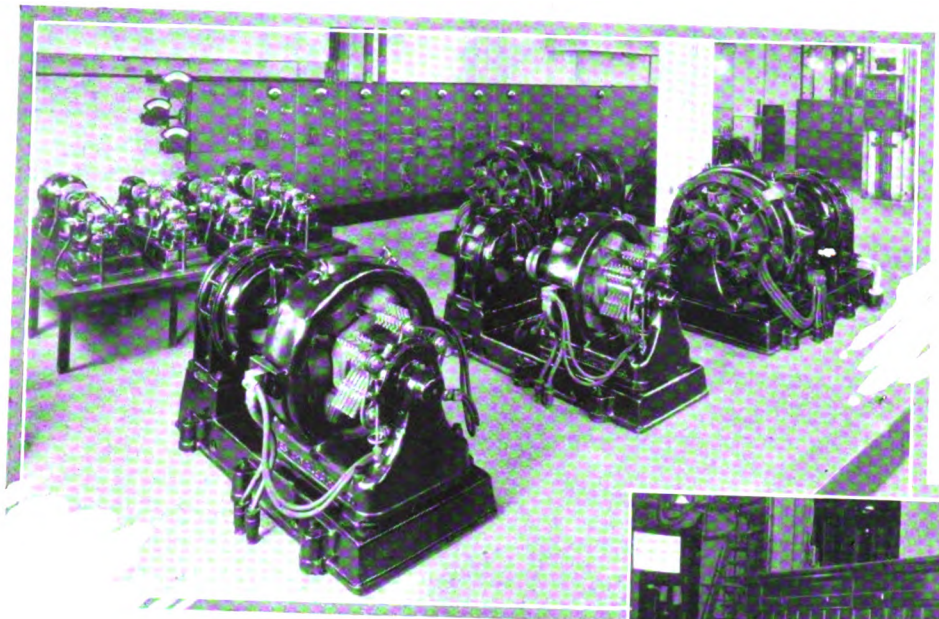
"It is an honor for the president of the Illinois Bell Telephone Company, on behalf of 23,000 employees, to greet Mayor Dever in the first official call to be made by means of Chicago's machine-switching telephone."

In reply to Mr. Abbott's message, Mayor Dever said:

"I want to congratulate the officers and employees of the telephone company on giving Chicago this result of so many years' work. I wish you success."

Digitized by Google

MACHINE SWITCHING EQUIPMENT AND EMPLOYEES AT CEN tral OFFICE



The Power Plant



Out trunk test desk at the right, and sender monitor positions at the left.



Cordless "B" switchboards—CENtral on the left, and STAte on the right.



(Above) Facing the camera on the left of the first table, Isla McCoy, who dialed 1,908 calls in one day. Beside her is Harriet Konstant, Miss McCoy's closest rival, who dialed and talked on 1,542 calls in one day. These girls were employed for through-tests before the cut-over.



(At left) Local test desk of the Repair Department.

Digitized by Google

men; he had an athletic club that cleaned up the Hawthorne bunch and we were sorry to have him leave even if it were to take a much more responsible position.

In August, 1922, the installation work proper was completed, Mr. Moon left and the work of testing and conditioning the equipment was turned over to the Western Electric Company's test engineers in charge of Herman Kiedaisch. This was an exceedingly important phase of the work, and difficult to perform successfully. It was Mr. Kiedaisch's responsibility not only to teach the new equipment to behave properly in company, but he had to convince us of the reliability of its behavior, and at the same time establish and maintain those friendly relations between the Western Electric and telephone companies' forces which were so essential to a successful termination of his work. Fresh from laurels deservedly won at Kansas City, where he had creditably completed a similar job, he was equal to the task. So firmly did he establish himself in our esteem that it was with no small regret that we saw him leave to become a district supervisor of installation in New York, after we had formally taken over the equipment about the middle of April.



JOHN W. WOLCOTT

John W. or Jack Wolcott, as he is known to a multitude of friends throughout the organization, was one of the indefatigable workers at the cutover, and before the cutover for several years.

Long before the installation of the CEN tral equipment had been started, a "Committee on Coördination" had been formed to prepare for putting it into service. Of this committee, Mr. Wolcott was secretary and a great deal of the success of the whole enterprise was due to the efficient way in which the committee coördinated the work of all departments involved.

He is also chairman of the "Working Committee," and early and late, was busy making sure that none of the details necessary to a successful cutover were left undone.

In addition to writing the present article describing the CEN tral cutover, Mr. Wolcott was also author of the story in the BELL TELEPHONE NEWS a few months ago, describing the first machine switching cutover in Peoria. He had the same responsibilities in connection with the Peoria and Urbana cutovers as at the Chicago cutover.

Call Through Test

An interesting part of the conditioning process was the call through test in which a large number of young women under the supervision of Miss Nora Quinlan "dialed" literally millions of test calls which tried out every function of the apparatus. A most critical analysis was made each day of the results of the previous day's dialing operations—every case of trouble being dissected to discover the fundamental reason for failure and then the reasons were classified in order that we might know just how much and what kinds of trouble were being encountered. These records constituted the basis for acceptance of the equipment by the telephone company and were continued until three successive days' records showed that the maximum allowable percentage of trouble had not been exceeded. For the purposes of the call through test each machine switching unit was separated into five "channels," each channel being a complete group of frames and senders by itself having no circuit relation with other channels so that it was possible to test and record the operations in distinctly localized sections of the units, making it possible to get, much better, a true picture of the apparatus condition.

It has seemed to me that the most impressive part of the "Through Test" or at least the most spectacular, was the dialing of those wonderful girls of Miss Quinlan's. To see the incredible speed with which these young women could dial their test calls was a revelation, and after watching her work we were not surprised when told that one of the girls dialed and talked on 1,908 test calls in one day. About 150 operators were employed in the call through test work, which was continued by the company up to the time of cutover.

Preliminary Work

In January, 1920, a Coördination Committee was formed to develop such questions of policy as required executive considera-







WORKING COMMITTEE FOR THE CUTOVER OF THE CHICAGO MACHINE SWITCHING OFFICE

Left to right: R. J. Ferris, Engineering Department; A. P. Hyatt, Supervisor of Central Office Equipment, and W. M. Crowley of the Commercial Service Bureau. Mr. Hyatt had general charge of the cutover. J. W. Wolcott whose portrait appears above, was chairman of this committee.

Digitized by Google

PLANT AND ENGINEERING MEN WHO HELPED PUT THE JOB OVER



R. S. Bouland
Wire Chief



F. F. Vallette
Engineer



(At right) H. P. Corbly
Supervisor of Flying Squadron



(At left) S. S. Flower
Chief Plant Dispatcher



R. C. Verity
Chief Testman



Dean Stanley
Chief Switchman



F. G. Burchby
Trunk Dispatcher



A. I. Gillet
Foreman

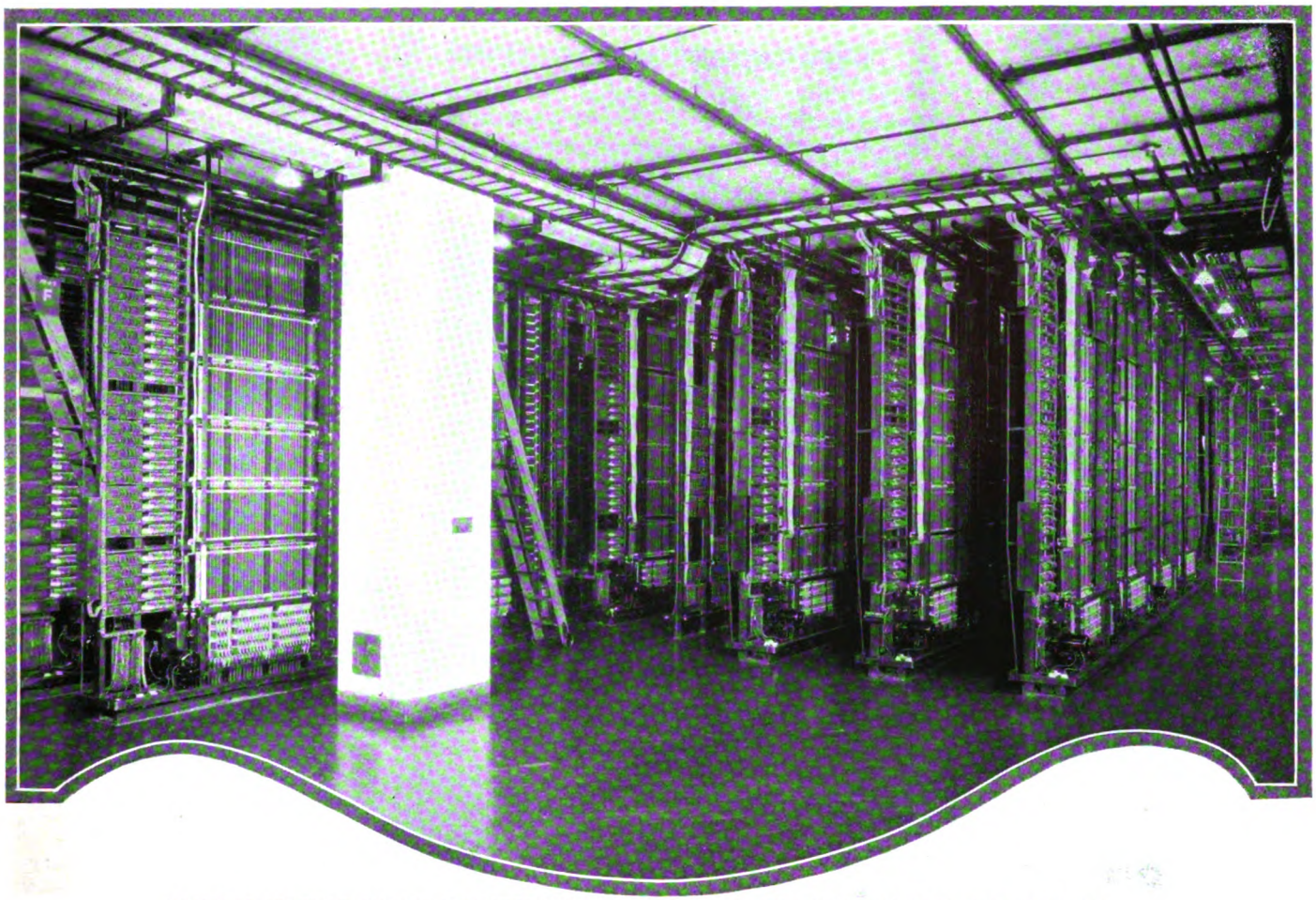


A. C. Rustad
Machinist



J. A. Grant
Desk Switchman

Digitized by Google



GENERAL VIEW OF ONE OF THE SWITCHROOMS, SHOWING THE INCOMING AND FINAL FRAMES

tion, to discuss methods of doing the various jobs that were before us and to make time tables showing what jobs were to be done, what department was to do them and when the operation was to be started and completed. These time tables or schedules have been of immeasurable value in keeping before those involved a record of the things to be done.

One of the earliest steps to be taken was to change seven office names which could not be retained because of conflicts, under machine switching operation, with other names. These names were Blackstone, Burnside, Coliseum, Garfield, Majestic, McKinley and Monticello. The first step in dialing a number in Chicago is to dial the first three letters of the office name. A moment's thought will show that we could not, therefore, use both MONticello and MONroe because their first three letters are alike, so the name of the unit affecting the smaller number of subscribers was changed. The other names resulted in similar duplications on the dial with other names, so they were changed, too. These changes were expensive to the company and perhaps inconvenienced a few subscribers, but they were of course necessary, as we have shown.

The next innovation was a change in the form of directory listing to show the first three letters of the office names in capitals so that the dial telephone user would get a ready mental association of what he should do and what he must do when making a call. This involved a complete reset of the Chicago directory, involving more than half a million listings. This stupendous job was handled by A. M. Ramsay, directory superintendent, in a highly creditable manner. At that time advantage was taken of the opportunity to introduce initial zeroes on subscribers' numbers of less than four digits. When a number is dialed it is recorded on a decimal basis in a device called a "sender" and the prefixed zeroes therefore become necessary in order that each digit as dialed assume its proper decimal position such as would be taken by a number with four digits. There were 50,000 stations in Chicago affected by this change and in most cases a plant man was required to visit the station to change the number plate.

These things were of specific application in so far as individual telephones were affected by change of office name or prefixed zeroes, but as a whole they were of general effect in that the new form of listing came into use as did the general use of the prefixed zeroes in calls made by the public at large.

Private Branch Exchanges

With the exceptions referred to above, the introduction of machine switching in Chicago



C. W. BYLOFF, RESIDENT ENGINEER OF THE A. T. & T. CO.

Digitized by Google

TRAFFIC PEOPLE IN CUTOVER PREPARATIONS AND PRESENT OPERATIONS



Frank T. Woods
Chief Traffic Dispatcher



W. T. Bell
District Traffic Manager



M. C. Hoefer
Assistant District Traffic Manager



Rose McAvoy
P. B. X. Instructress



Edith Robison
Night Chief Operator



Alice J. Twohig
Day Chief Operator



Mae McGowan
Evening Chief Operator



Nora A. Quinlan
Chief Through-test Operator

Digitized by Google

is without effect on telephone users not served by the machine unit. In the CENtral and STAte areas, however, it was necessary to replace or modify more than 900 private branch exchange switchboards for operation with the new system. This job was in progress for approximately two years, and in the case of very large boards, such as Marshall Field and Company, was a very delicate and expensive operation. All of this work was handled by the PBX Installation Division under Charles E. Smith and Art Bates in an extremely fine way. In connection with certain extensions working off the PBX's the subscriber found it desirable to have dial equipment, and approximately 3,000 such instruments were installed to replace those without dials. To be certain that the subscriber would make the best selection of extensions to be dial equipped the Commercial Department studied the subscribers' needs and suggested which instruments should be changed, after this canvass sending the necessary orders to the Plant people.

"TRIBUNE" SAYS JOB WAS WELL DONE

A few days after the cutover, President Abbott received the following letter from E. E. Thomason, business manager of the *Chicago Tribune*, whose telephone lines CENtral 0100, were involved in the change:

"Permit me to congratulate you on the herculean job you completed so successfully last Saturday night in launching your machine switching system in the Central Exchange.

"I wish to express to you particularly our thanks for the service which made it possible for the *Tribune* to be transferred to the new system so smoothly that we had not a single case of trouble or disturbance on all our lines.

"We appreciate particularly the work of the maintenance and P. B. X. men assigned to our switchboard, whose efforts contributed so materially to the success of the switchover in our shop."

In a reply Mr. Abbott wrote:

"Many thanks for your kind expressions on the successful installation of the machine switching telephone system.

"It was a big job, and undoubtedly its success is due to the loyalty and team work of the employees of the telephone company.

"I know that your letter will be appreciated by the entire telephone organization."

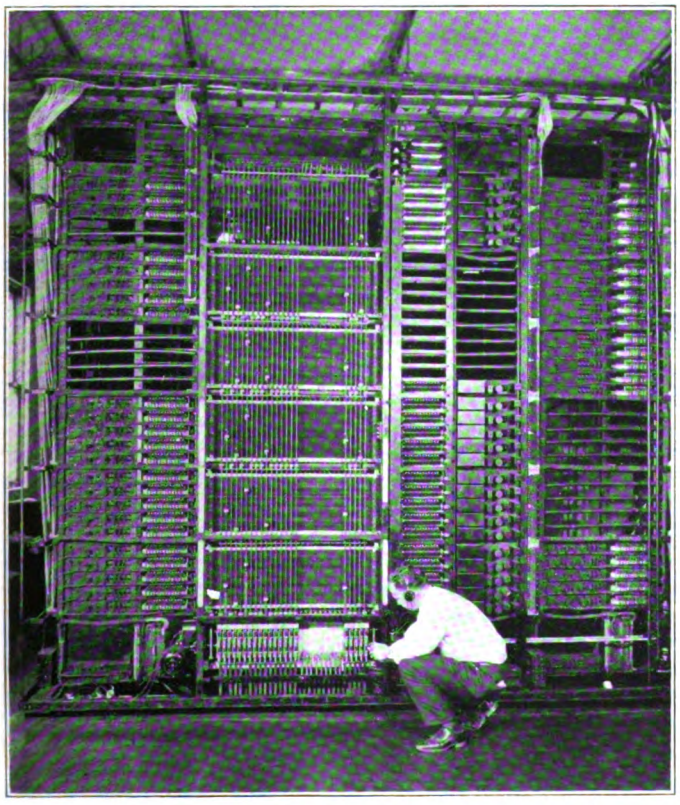
Subscribers' Stations

There were 5,872 single line and extension telephones in CENtral at the time of the cutover, and, of course, all of these were equipped with dial telephones, this work being the immediate responsibility of William M. Larkin.

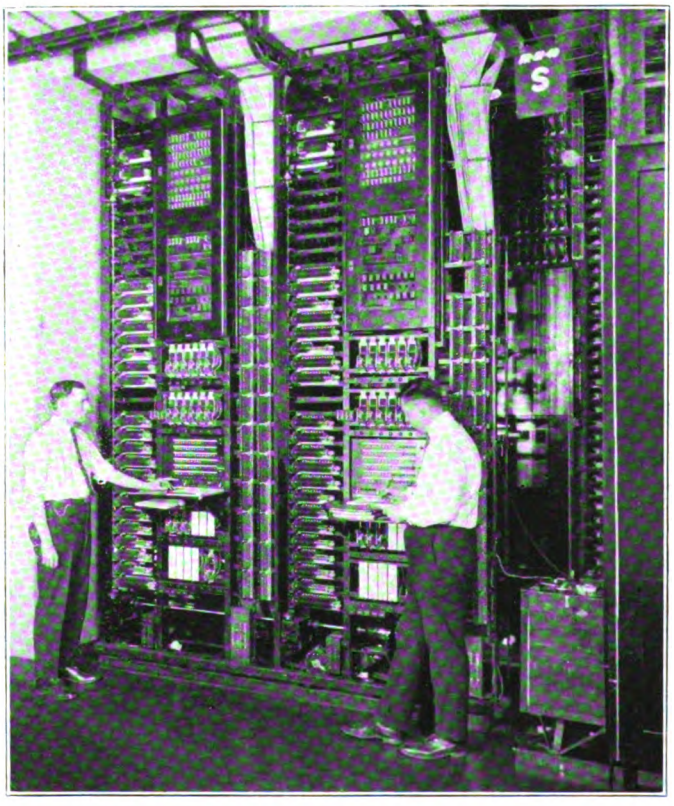
Machine Switching Equipment

The STAte machine unit occupies all of the second floor of the Franklin Building and CENtral is on the third floor. On the first floor and common to both units are the local test desk, main frame and power plant. This latter is indeed a curiosity from a telephone man's point of view because of its immense size. There are three 1,500-ampere charging units and two smaller machines and two enormous storage batteries strapped together for parallel operation. Heretofore we have learned that our business required small volumes of current, but the 12,000-ampere switch on the battery fuse panel makes us think that possibly our style has previously been a bit cramped and that we should revise our records.

On the fifth floor is an operating room for the use of both units, for operators will always be required even with machine switching offices. Here we find two lines of "B" board—not the conventional "B" board of manual offices but a "cordless" board, where the trunks end in keys instead of cords. At these boards incoming calls to CENtral and STAte machine switching telephones from manual offices are completed. The cordless "B" operator receives the called number



A DISTRICT FRAME



AUTOMATIC SENDER TESTING EQUIPMENT

Digitized by Google



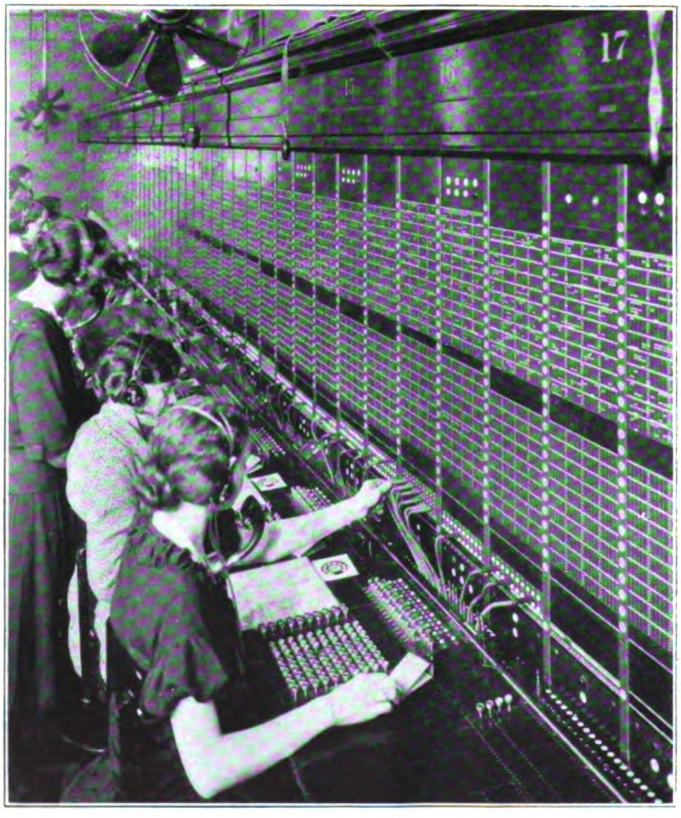
TRAFFIC DEPARTMENT FLYING SQUADRON

First row, left to right—Violet Hendle, Annette Brody, Mary Shiel, Anne McDonough, Lillian Jenkins, Evelyn Hissen, Nellie Dougherty and Anna Newfield.

Second row, left to right—Anna Witka, Pauline Livenick, Josephine Leonard, Ethelyn Rump, Sadie Woods, Mabel Paper, Caroline Klein and Louise Miller.

Third row, left to right—James Winstead Truitt, Mills Bert Castle, Alfred Kaatz, William Davies, William Novak, Roy F. Wright, Walter A. Stielow, Clarence J. Votava and Jesse C. Wiley.

over the call circuit, as in manual practice, and assigns a trunk at the same time depressing a so-called assignment key associated with the trunk assigned. She then sets up the called number on four rows of keys, like an adding machine, which are mounted in the key shelf. This act causes the apparatus to select the line corresponding with the number which has been set up and the trunk becomes connected to it.



SEMI-MECHANICAL "A" SWITCHBOARD

There is another switchboard here where intercepting and verifying calls are handled and where subscribers' calls for A-B and Two-number points and requests for assistance appear before operators who have an interesting job and even more interesting equipment to do it with. These positions have semi-mechanical cord equipment. Single cords are provided for answering calls and the act of answering a call connects the operator's telephone set and a key set with more than a hundred keys in it to the cord. After taking the subscriber's order, if the call requires completion, the operator sets up the called office name and number on the keys, pushes a "start" key and away it goes. In reality the key set is a very fast form of dial and it is as interesting to see it being operated as it is to the operators to do the work.

The Sender Monitors

On the third floor are the out trunk test desk and the sender monitor positions. At the out trunk test desk all the outgoing trunks appear on jacks. If a manual trunk is out of order we ask the operator not to assign it. If a machine trunk is out of order the machine couldn't hear us if we asked the machine not to use the trunk, so instead the trunk is "made busy" by plugging it up at the out trunk test desk. This causes the machine to treat it like a busy trunk, so that calls will not be lost on it.

The sender is a combination of many pieces of apparatus which record the office name and number which the subscriber dials and direct the apparatus to do whatever is necessary in securing connection with the number. There are 511 such senders working on this job and each of them appears in jacks and lamps on the sender monitor positions. The condition of the lamps indicates what is going on in the sender; for instance, if a subscriber removes his receiver but does not dial, or, if he only partially dials his number, the sender monitor knows that and can plug into the sender jack and talk with the subscriber and give him such instructions as are necessary.

Call Indicator Positions

The calls which subscribers in CEN tral dial for manual office telephones arrive at the called office on a lamp associated with a

Digitized by Google



PLANT DEPARTMENT FLYING SQUADRON

Left to right, first row—W. E. Arnold, Charles Pearson, Eugene Seguin, C. W. Johnson, Rose Drain, Margaret Stewart, Charles Rattray, A. Heuhl, A. C. Froehling.

Second row—Wilson J. Anderson, Max Herder, Elmer Filley, O. Allison, Joe Gavitt, William E. Houchin, Bobby DePau, W. N. Gantzel, R. T. Robinson, I. J. Newman.

Third row—Henry Purtell, R. E. Puleston, M. M. Wilmot, O. W. Shuffleton, Carl Williams, Frank Hoch, E. H. Yagle, Frank Wade, G. W. Boylan, Henry Dumke, E. J. A. Carey.

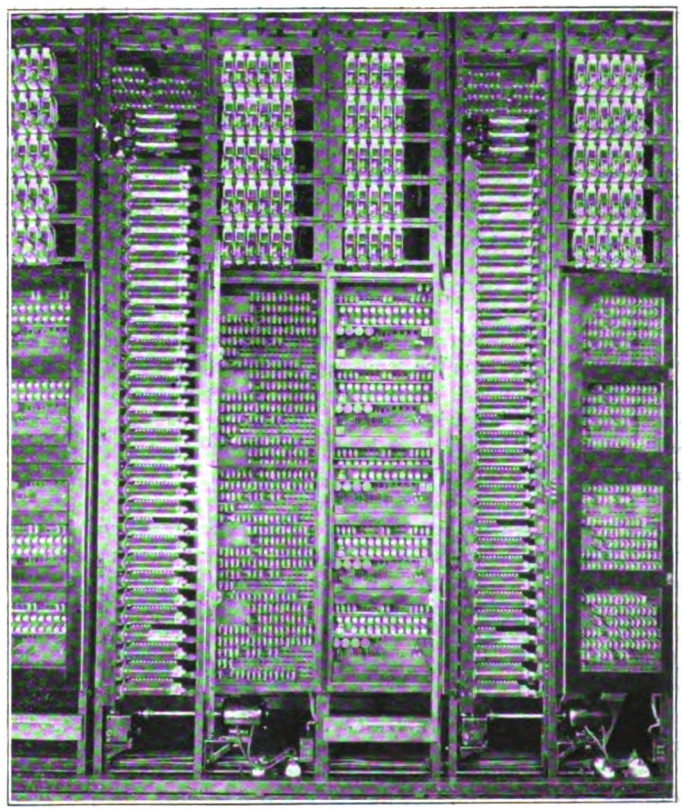
Fourth row—J. T. Broderick, R. Sloyer, H. E. Whitcomb, M. C. Dean, F. C. Hults, R. L. Butsch, A. G. Schecter, J. S. Mann, H. P. Corbly, L. O'Donnell, A. Parquette.

trunk cord on a "call indicator" position at the "B" board. When the lamp lights it signifies to the "B" operator that a call has arrived on that trunk; so she depresses a key on the trunk which causes the number which has been dialed to be displayed in lights on the call indicator which is mounted in the key shelf. In other words—instead of getting the number wanted over the call circuit from the other office the operator sees the number lighted up on the call indicator. There are more than 100 call indicator positions installed in Chicago, every unit except NEW castle, CHE sterfield and RIV erdale having at least one position so equipped.

Educational Matters

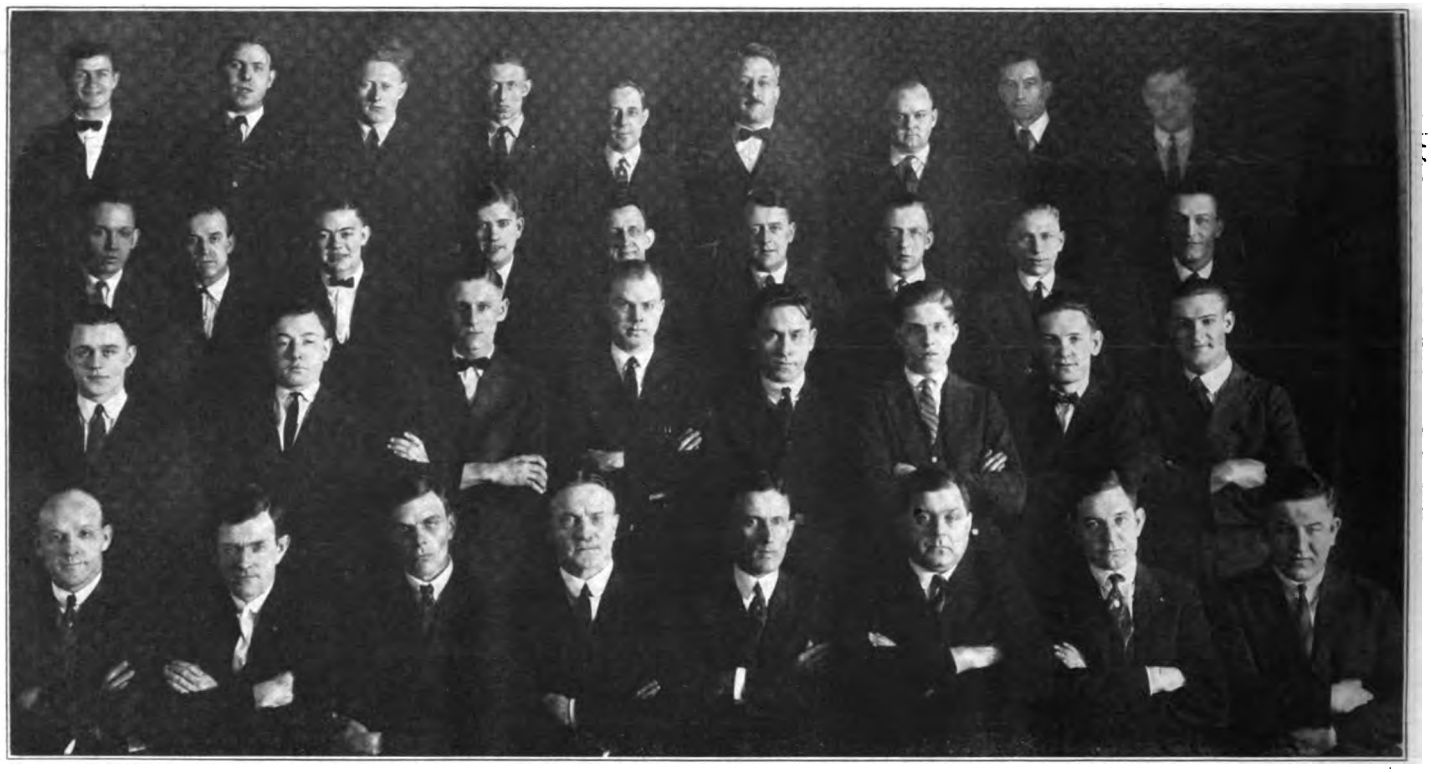
Very early in the game the Educational Division of the Maintenance Department began to write a course of instruction covering the maintenance and operation of machine switching equipment. While few of the boys that did this work wear the triangular badge of membership in the Telephone Pioneers of America—Watkins, Blix, Lockie, Cole and many others are as truly pioneers because the crack-a-jack stuff they produced had to be mined, then smelted in the fragile crucible of "no experience," and the refined product has stood the gaff. Last spring E. K. Hall, vice-president of the American Telephone and Telegraph Company, talked to us, among other things saying that if the Bell System could continue to attract the same class of employees that it has to-day, its future problems of personnel would be negligible. Looking backward now through the cutover to the frail structure of knowledge that any one here had about what lay before us and then coming back through the cutover again and seeing what these plant boys have learned and passed along to others, we must revert to a colloquialism and remark that Mr. Hall "said a mouthful." Freeman Shaw Hurd, who runs the Educational Division, is a wonder. He says it's because he's a vegetarian but we say it's in spite of it.

Possibly the best known of the old central office men is Dean Stanley, incidentally the proud father of five delightful children. Where the boys in the school left off, Dean began and applied the lessons to the men who now make up the machine switching maintenance force, Bill Garrity, Jerry Klasek, Al Rustad and 128 others, some of whom may be even more famous



A SENDER FRAME WITH DUST-PROOF DOORS OPEN. EACH FRAME CARRIES FIVE SENDERS

Digitized by Google



EQUIPMENT DEPARTMENT—CUT OFF, CUT IN AND CUTOVER MEN

First row—E. Taylor, E. V. McMahon, T. H. Cloke, T. E. Freeman, C. A. Nalikowski, D. E. Hackbert, W. B. Hamilton, Leo A. Schmidt.

Second row—J. M. Carr, O. E. Braun, R. N. Kraft, C. Boettcher, R. J. Cockelbeen, J. H. Binder, C. G. Wacker, W. T. Morris.

Third row—C. M. Johnson, C. E. Porter, C. Thomsen, E. Kimball, L. W. Koukalik, W. J. Catter, J. P. Wilson, R. I. Ringquist, J. W. Woycik.

Fourth row—F. W. Pieper, A. Guttensohn, M. J. Gaughan, E. W. Handschu, C. C. Nelson, J. F. Schall, B. C. Danielson, H. H. Schutter, C. R. Miller.

than those I have mentioned. In class room and on the job Dean took the gang over the hurdles and knitted together a finished organization. A superlative trainer of men, Dean Stanley, most worthy of the important job of chief switchman which he holds!

Foreman Arthur I. Gillet also had an important part in training the maintenance forces.

In the Traffic Department the training program involved more people, some 800 operators being trained to operate call indicator positions, for instance, but the problem was a somewhat lesser one in respect to matters to be taught and we were able to get much helpful advice from the experience of those companies having earlier cutovers. At sixteen offices call indicator training centers were established, Miss Lillie Breen and Miss Loretta Maher, for Divisions 1 and 2, respectively, being in general charge of this work.

Miss Alice Twohig, the CEN tral chief operator, cared for the training work there on the semi-mechanical and cordless "B" positions where about 130 operators were instructed. If I were an operator and worked with Miss Twohig in the machine switching office I believe I'd be real good so that she would not want to send me to some other office.

Subscribers' Instruction

Picture for a moment a dial telephone on a desk and before the desk sits a business man. In comes another business man who says "My name is Hiland P. Corbly and I'm from the Telephone Company. If you have a few minutes, Mr. Business Man, I would like to go ever the operation of this dial telephone with you, which I am sure you'll find very simple and very interesting." Mr. Business Man said, "I've been wondering how the darned thing worked, so go ahead." So Hiland P. had the line temporarily connected to the machine switching office and proceeded to show our subscriber just what to do and how to do it to make every conceivable sort of a call. Assisting "Hi" in this important job were forty experienced repairmen who were trained for their work by Corbly himself.

The instruction of PBX operators and extension users was handled by James Winstead Truitt, of the Traffic Department, Miss Rose McAvoy, with twelve young women instructing the operators, most of whom came into the machine switching PBX training class rooms in the Franklin Building; while William Davies, with ten men, told the extension users how to dial. In spite of the fact that there were operators on more than 500 boards to instruct, Miss McAvoy and her girls made the same creditable showing as was made at Peoria and in which Miss McAvoy had a part.

To take care of instructing subscribers who had not been reached by the flying squadron, or who desired to improve their technique, the Commercial boys, Belford, Courtney and Hanks, had demonstrating telephones installed in the Commercial lobby of the Bell Telephone Building. These gentlemen gave a finished demonstration to their many callers who wanted to learn the salient features of dial operation.

"Our" Instruction

Frederick Field Vallette joined the chief engineer's forces about eighteen months ago and became his representative on the job. "Val" brought some mighty valuable experience along with him, and it is with pleasure that the Traffic Engineering Division lets it be spread on the record that he trained us a whole lot. A good hustler, Vallette, who fitted into our organization as slick as a whistle.

The Cutover

The actual cutover of a telephone office is remarkable for its simplicity and for the very great number of things which are done in an unbelievably short time. The preparations for a cutover, especially one of this size, are remarkable for their complexity and for the very great number of things which require an unbelievably long time to do. This cutover required about twenty minutes to make, but it required two years of preparatory work to make it possible to do it in that time. It is, of course, very desirable from the subscriber's point of view to have the

Digitized by Google



CEN tral OPERATING FORCE

Left to right, first row on floor—Mary Carney, Mae McGowan, Anna Kutz, Margaret Sheehy, Aerial Potter, Ione Geist, Helen Kenney, Mary Lorentz, Lola Ping, Katherine O'Connor, Elise Braasch, Irene Dehn.

Second row—Susie Dillon, Mary Brada, Rosary Golden, Ethel Grazaske, Mae Schaefer, Monica Wittbrod, Susan Schielz, Frances Dawson, Florence Hill, Ella Soennicheson, Pearl Mason, Lillian Wubbel, Caroline Spohr, Frances Smith, Marie Looby, Julia Findlen.

Third row—Edith Robison, Patricia Dowling, Mildred Percival, Lillian Drysch, Carrie Landeck Loretta Schmitz, Margaret Sheehan, Tessie Fritz, Blanche Hoguet, Josephine Koerner, Margaret Foley, Lucille Major, Frances Schuler, Lillian Andres, Agnes Mahon, Mary Cantlon, Lucille Hemma, Margaret Gurgle, Lillian Marz, Alice Twohig, Violet Taverner.

Fourth row—Irene Kling, Mary Earl, Elizabeth Monahan, Delia Deasy, Eva Resner, Mabel Neville, Mary Stanley, Blanche Paulsen, Emma Schumacher, Mary Murphy, Mabelle Krueger, Lillian Richmond, Muriel Waldner, Anna Gizewski, Marion Theriault, Rose Pries, Gertrude Faulkner.

Fifth row—Juliet Sieffert, Ellen Carlson, Marie Browne, Cordell Wehrman, Adelaide Ray, Eleanor Conroy, Clara Frauzen, Catherine White, Carrie Cable, Florence Storms, Eileen Keon, Catherine Francis, Beulah Cross, Agnes Zmuda, Ethel Conley, Lillian Daley, Grace Moeller, Marie Lopina, Lillian Hecker, Irma Ramsaier.

Sixth row—Lucille Tergus, Edna Dittman, Florence Carlstrom, Lucille Marchetta, Ruth Reuter, Sophie Piasecka, Helen Hanley, Nellie Early, Clara Wessling, Margaret Scmolke, Isabel Ledderboge, Jennie Hunter, Mary Conroy, Alice Walsh, Marguerite Izdepski, Vera O'Keefe, Anna Murtaugh, Catherine Renzi.

period as short as possible in order that his telephone service may be free from interruption and all plans are made with that thought in mind.

The general problem of the cutover was this: to transfer 5,500 lines and 3,600 trunks from old manual CEN tral at 69 West Washington Street, to new machine switching CEN tral at 311 West Washington Street, in such a way that service would be uninterrupted and unaffected. This was a large order, but complete coöperation in purpose and coördination in activities between the Plant and Traffic Departments resulted in delivering what may be modestly referred to as a first-class package of goods.

As an initial step in arranging the cutover, underground tie cables were pulled in between the old and new offices that bridged the manual CEN tral multiple to the new office main frame. There were ten 1200-pair cables pulled in for this purpose. John H. Champion and "Monk" Grund supervised the job for the Construction Department. It has been estimated that if but one man had done the splicing it would have taken him 14,000 hours, or about six years to do the job. Then Walter A. Stielow and Bill Overbee, the intercollegiate record holder in the hop, step and jump, who cut his assignment eye teeth so well on the Peoria job, made up the subscribers' line finder terminal assignments for the new office and the jumpers were run in. At this point then we had the old and new offices ready to be bridged together. A few days before the cutover the cut-off relays in the new office were wedged up and the heat coils put in and at this time tests were made between the old and new multiples to make certain that all lines appeared in both old and new offices without reversals between the two. After these tests had been made and the few troubles cleared, the subscribers' lines were ready for cutover, the operations required to effect the cutover being to cut off the cables in old CEN tral and pull out the wedges in new CEN tral which would result in cutting the old switchboard off and bringing the lines through the tie cables into the new office.

In the matter of trunks, a somewhat more elaborate program was necessary. Not only did the trunks have to be transferred from the old to the new office but the outgoing trunks had to be converted from call circuit to call indicator operation at the various "B" positions where they terminated. When it is considered that this office trunks direct to seventy-five different call indicator units, the magnitude of the Plant Department's job will be partly apppreciated. The incoming call circuits were built up entirely new, but as they used the same call circuit keys as the old circuits they could not be closed down until the old circuits had been removed.

The job of assigning more than 3,600 trunks, practically all of which go through more than one cable, is not one for a careless organization to handle, either. When we delivered the trunk orders to Bob Matlock we took down two tarpaulins full of the things. From a trunk cable plant that had no spare pairs in it Bob in some way or other dug up facilities to get about a thousand trunks working before the cutover, which was most helpful to John A. Grant, desk switchman, who had the complex job of getting some trunks tested through and working into every single "B" board before the cutover. How Matlock and Grant kept their heads above water is beyond me, but they did it and we don't care who knows it.

In order to give the Plant people as much leeway as possible in cutting the trunks over, the Traffic Department started to release trunks right after noon on Saturday in accordance with schedules which had been made for every trunk in CEN tral. In addition, beginning at 6:30 p. m., all incoming calls to CEN tral were routed through the RAN dolph "B" board and over emergency trunks to the RAN dolph "A" board where the operator completed the connection over local trunks to the CEN-tral "B" board. This practice permitted all the incoming CEN-tral trunks and call circuits to be released for cutover to the new office at that time so that when the cutover was made practically all the new incoming trunks were working on the cordless "B" board, the plant boys, directed by Frank G. Burchby,

Digitized by Google



NIGHT MAINTENANCE FORCE
First row, left to right—O. A. Hajek, S. S. Booth, F. Schubnell, A. O. Neill, W. A. Gould and R. R. Soravia.
Second row, left to right—G. Davis, R. E. Bruno, R. B. Butterfield and B. Mogensen.

plant trunk dispatcher, doing a very large, complicated job in a very snappy way.

Dispatching System

Since the guiding hands in the cutover operations were those of two men, Sidney S. Flower, chief plant dispatcher, and Frank T. Woods, chief traffic dispatcher, it will perhaps be of interest to analyze the machinery with which these chaps put the job across. A two-position PBX board was installed near the main frame in the new office and radiating from it were two lines to every office, one each for the plant and traffic people's use. For the purpose of the cutover the city was divided into four districts, each district being presided over by a plant dispatcher and a traffic dispatcher who directed the various activities of their respective departments in connection with cutover matters.

Schedules had been prepared which showed in respect to every CEN tral trunk when that trunk was to be released to the Plant Department for cutover. The traffic dispatchers made use of the lines to each office to see that assignment of the trunks to be cut over was stopped so that they would be available to the plant at the scheduled time. As soon as the trunks had been freed from calls the chief operators reported the fact to the traffic dispatcher who then passed a cut sheet to his associated plant dispatcher, indicating that the cutover of those particular trunks might proceed. The plant dispatcher then used his line to the office affected and notified his man there and the man at old CEN tral and the one at new CEN tral to proceed. You see these trunks required work in three places—the terminating office and at old CEN tral where they had to be cut out and new CEN tral where they had to be cut in. Perhaps Mr. Hyatt won't think we favor him any, therefore, when we say that he had three times as much work as anyone else on this cutover.

These dispatching operations began at 1 p. m. and continued until all the trunks were made good. Frank Burchby took care of the plant end of the trunk cutover, assisted by Dick Gray, Claude Gordley, Bill Heida, Frank McPhelim, "Lon" Leonard, L. G. Storer and "Connie" Koefoed, while assisting Frank Woods were Leslie Milligan, O. R. Benson, the hammer thrower; Sam Brodsky, the actor; Clyde Dick, the artist, and the Smiths, Clarence and Charlie.

Sidney Flower, as chief plant dispatcher, directed the operations incident to the subscribers' line cutover, and this was an interesting and exacting job. The old subscribers' multiple cables at CEN tral had to be cut off and then, when that was done, the wedges pulled out of the cut off relays at the new office. At 11:40 p. m. traffic conditions at old CEN tral appeared to be normal, so Mr. Flower was told that it was expected that the cutover could be started at 11:45 p. m. At 11:44 it was determined that the cutover could safely start at 11:45 p. m., and at that time Mr. Flower gave the word to Charles A. Nalikowski, at old CEN tral, to "cut her off." And Nali and his gang did "cut her off" in a hurry, Mr. Flower receiving word at 12:05 that the old office was in the clear. This word was communicated to Mr. Abbott who was waiting at a dial telephone on the third floor. When Mr. Abbott took his receiver off to make the first call, it automatically gave the signal to the wire chief, Bud Bouland, to pull out the wedges. He passed the word to his men, out came the wedges and the job was done.

And it was some job, involving more trunks, more important lines and more PBX boards and engaged the services of more people than any other cutover in the history of the business.

Working Committees

It seems fitting in bringing this story to a close to say a word about some of the committees who solved the problems which so constantly came up in connection with every phase of the work. I think that no department was unaffected, the accounting people, for instance, having to cut 50,000 new addressograph stencils for the bills of subscribers who had zeroes prefixed to their numbers.

On the installation was the Job Working Committee, fostered by Jimmy Byloff, of the American Telephone and Telegraph Company and Mr. Kiedaisch, and attended regularly by Vallette, Stanley, Verity, Bouland, Gillet, Hyatt and others of our people. This

Digitized by Google



DAY AND EVENING MAINTENANCE FORCES

Row on floor—A. A. Mellinthin, A. L. Delcourt, Z. Rosenman, E. H. Wolfertz, J. F. Drake, W. K. Butler, A. W. Bischoff, C. M. Quinn, G. N. Hilt, D. B. Waterman, R. C. Spellman, J. A. Grant.

Second row — C. Johnson, E. W. Baumann, W. J. Garrity, A. Watt, F. H. Van Houten, D. McKay, A. M. Keul, L. Stewart, E. Farrell, E. Deeter, G. W. Baumer, A. B. Carpenter, E. M. Steigleder, H. Williams, C. Watkins, R. B. Brooks.

Third row—D. Stanley, A. C. Rustad, R. J. Tabbert, J. F. Wagner, C. R. Cowburn, G. G. Lockie, F. C. Hammarborg, A. Cruickshank, J. P. Murray, C. J. Spring, H. O. Phillips, W. J. Drewes, K. Cannon, A. F. Pype, L. C. Dunham, J. Gallagher, C. L. Manthorne, R. E. Vreeland, R. C. Verity, J. M. Nesbit, C. A. Cole.

Fourth row—A. I. Gillet, G. G. Pletcher, E. P. Kirk, E. H. Wiegert, H. T. Lambke, H. E. Gurgone, J. W. Dewes, J. J. Boesenberg, W. Phipps, E. M. Poulsen, E. A. Paige, H. J. Hughes, W. E. Wittenberg, A. Huntscha, J. G. Gardner, C. P. Scholler.

Fifth row—G. C. Meyer, O. J. Dahl, E. J. Tabor, W. T. Grauel, H. Salyards, F. R. Hammar, G. R. Wakefield, A. W. Walters, C. E. Sanders, T. J. Smith, E. Meyers, J. C. Nienaber, V. Hoffman, E. Schuessler, W. J. VanBoggett, C. J. Henning, W. A. Krick.

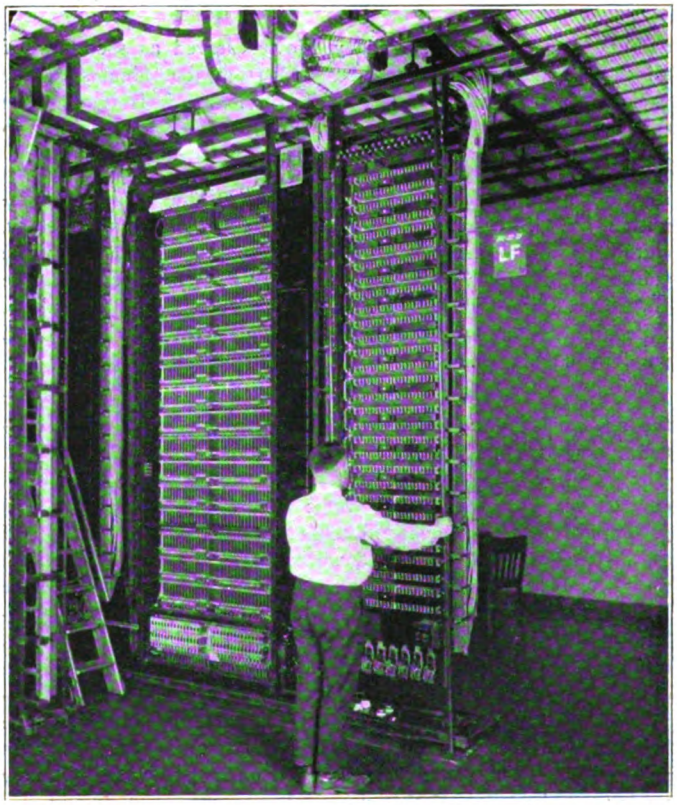
Sixth row—A. A. Gauchat, H. W. Filley, P. S. Litton, A. Dietz, G. W. Phillips, J. M. Hagestad, F. M. Blix, G. S. Schnel, F. J. Cannon, H. C. Allan, J. C. Powers, C. A. Bigel, R. L. Rohmer, J. Gradle, T. Anderson, O. H. Walton.

committee discussed the particular problems relating to the installation and maintenance of the machine unit and part of its personnel comprised the Analyzation Committee which dug up all the facts relating to trouble on the through test calls and classified them so that the apparatus performance would be accurately known.

In the maintenance organization there was a general and many sub-committees which discussed detailed parts of the job and planned the work to be done by the several divisions of the



A FINAL FRAME, SHOWING "TEA WAGON" TEST SET



LINE FINDER FRAME

The cut-in of the office took place when the poles were pulled away from the frame. Attached to the screw eyes in the poles were strings, in turn attached to the wedges which had been blocking up the cut off relays.

Digitized by Google



GENERAL VIEW OF THROUGH-TEST ROOM

maintenance department. Sidney Flower served as secretary of all these maintenance committees and from the minutes of the various meetings which filtered through to me it is easy to see that he was considerable secretary, doing a fine job in linking up the activities of his several committees.

A committee that had its troubles was the Publicity Committee—W. G. Luscombe, chairman; Carl Kent Brydges, secretary, editor and factotum. All these lads had to do was to write publicity stuff that would be approved by every one from George Jorgensen, our office boy, to W. R. A., both inclusive. Take a little tip from father and never get yourself appointed on a publicity committee.

The point of contact of the several departments in developing the plans leading up to the cutover was the Working Committee, a very stylish, if I may say so, committee, indeed; Mr. Hyatt, Bill Crowley, Bob Ferris and myself representing the plant, commercial, engineering and traffic departments. Our principal job on this committee was to tell each other where to "get off at," as we say in Chicago, and we had lots of help from Sutton, the CEN tral commercial manager, Flower and Burchby, Jimmie Byloff, of the American Telephone and Telegraph Company, Vallette and Brydges, Bell and Dunn, of the Traffic bunch. It was intimated that the large attendance at our meetings was to insure eligibility to attend the biennial luncheon of the Working Committee, the last one being on May 16, 1923, and the next one being scheduled for June 27, 1925. We had a good time, not in spite of our troubles but because of them and as we see it now made a good committee that doesn't hate itself much, if any.

Tom Freeman has seventy-two years of service, forty-five regular ones and twenty-seven others that he grabbed off in 1922-1923 on items associated with the cutover. In these two years Tom rearranged all the "B" boards to permit call indicator installations and he claims that by actual count Mr. Hyatt slipped him 1,439,221 miscellaneous items to be done in two days or burst. How Tom can sing in a Glee Club is beyond our ken!

At the time of the last census Ed Breen had at least eight children in his family, but some of them must be big enough to run the errands, put out the cat, stoke the furnace, and keep the old bus dolled up, because Ed put in all his time lately on this job. All he had to do was to get all the trunks and subscribers' main frame jumper work in and tested out and cut over—that's all, I say, and then he and his gang—Leo Schmidt, Bill Cotter, Tom Cloke, Cahill, Hackbert and it seems to me hundreds of others, could go home. A fine bunch, these equipment boys, that played ball all the way through.

In writing a story of this kind it is impossible because of space limitations to include the names of scores of people who have played important parts in getting the job done. I have in mind Bill Moody, Baumer, Gardner and Tabbert, of the Plant Educational Division; the boys at the manual offices, who watched over the call indicator equipment; the repairman and PBX installers, who stood guard at such PBX boards as *The Chicago Tribune*, Pennsylvania Railroad and Chicago Athletic Association; Charlie Vial, of the Traffic Operating Division No. 2; Ray Houchens, "Pash" and "Z" Zielinski, of the general traffic supervisor's office; Ben Herrick, Shearer, Brooks, Burns, Berg, Burket and Wilson, of the Equipment; Eddie Moore and Marmaduke, the call indicator engineers; Misses Hanson, Clark, Rudd, Abbott and McQueenie, who have typewritten tons of things for us, and many others to whom no specific reference has been made. All of these did their bits and did them well as the successful operation of the wonderful machinery in the Franklin Building so clearly proves.

—L

Digitized by Google



CALL INDICATOR INSTRUCTRESSES

Left to right, first row—Eva Boulter, Monica Keon, Catherine Curran, Gertrude Andreason, Mae MacDonald, Mary E. Ryan, Lillie Breen, Loretta Maher, Helen Connelly, Bertha Schwimmer, Lillian O'Donnell, Catherine Fogarty, Frances Peseck, Mae Farrell.

Second row—Mary Maloney, Rose Molitor, Margaret Malloy, Christine Kopp, Margaret Carter, Maude Konen, Emma Youts, Bertha Short, Mildred Holland, Charlotte Verity, Ruby Liebman, Ethel Hammerback, Myrtle Radamacher, Elizabeth Van Dyke, Hazel Schneider, Ella Sullivan.

Third row—Ida Seles, Ellen Franzen, Edna Chorengel, Gertrude Linquist, Glenn Troutman, Katherine McDevitt, Edith Larson, Mae Lonergan, Julia Smith, Martha Kruse, Florence Anderson, Agnes Sedivy, Catherine Reynolds, Elsie Conrad.

Fourth row—Lorretta Renzon, Mary Bennings, Evelyn Janoff, Della Parman, Annabelle Sweeney, Annie Lynch, Josephine Geir, Inez Osborne, Mayme Dupont, Edna Tichey, Jennie Buckley, Agnes McNamara, Winnifred Falsburt, Marie Bauer, Julia Donahue, Irene Gill, Violet Knowles, Mae Regan.

Cutover Visitors

The cutover was honored by the presence of many distinguished guests, who were suitably greeted upon their arrival in our fair village and entertained with eclat on the afternoon and evening of the cut.

From the American Telephone and Telegraph Company we had L. F. Morehouse, H. P. Charlesworth, A. E. Van Hagen, L.

"BUSINESS AS USUAL"

It is quite true that men and women are but boys and girls grown tall. Our new waist, the new tie, the shiny red shoes get a try out right after pay day. They're new and we want to show them off. And so it is with a machine switching telephone. Everybody and his brother and his sister, too, wants to try the dial to see if it will do the things that Corbly's gang had promised. This created a great volume of what we call "curiosity calls," made by people who are curious about the workings of the system.

On the Monday morning, after the cutover, as soon as the "Loop" workers arrived, the dials became the immediate object of their attention, with the result that the record showed that more than twice the number of calls were made than were made on the previous Monday. Many of these calls resulted in "call backs" to see if the equipment worked as well incoming as it did outgoing. This gave the cordless "B" operators a very heavy volume of traffic to carry, and folks, how beautifully they got away with it! These girls had about a third more to do than usual and this was their first actual day on the new boards, but they ran away with the load like veterans. If men had been operating, the load would have run them raggedy. G. H. Merrill, of the New York Telephone Company, one of the guests at the cutover and the daddy of machine switching operating people, was very deeply impressed by the wonderful work of our girls. We've been impressed so many times that it's becoming an old story. We simply know they're "there" and they are there, with bells on. And this goes for special service, intercepting and, in fact, all our operators, a highly skilled, intelligent efficient little group of some 10,000 people.



SERVICE OBSERVING DESK
The observer here is Miss Anna Maguire.

Digitized by Google

A. Dolan, H. C. LaChance, W. O. Kurtz, F. Avery, A. H. Moraweck, W. C. Weaver, C. W. Byloff, W. H. Harrison, G. M. McCarty and O. M. Arnold. Western Electric men present were E. S. Holmes, J. D. Kennedy, J. L. Kilpatrick, R. M. Bennett, W. J. Spear, H. A. Kiedaisch, W. H. Mattheis, S. S. Holmes, Fred Clarke, O. C. Bennett, W. Oest, J. E. Moon and A. F. Dixon. New York Telephone Company men with us were J. M. Buchanan, A. L. DuBois, G. H. Merrill, J. J. Wynne, L. R. Scoville and E. C. Balch. Other guests were E. L. Beale, C. A. Morford, J. H. Strang, C. Kittredge, H. W. Benedict and C. E. Street, of the Michigan State Company; J. Langford, B. C. Copeland and L. Burke, of the Southern Bell; D. C. Hosford and E. P. Yerkes, of the Bell of Pennsylvania; J. M. Boyer and H. M. Bollinger, of the Cheasapeake and Potomac; and P. M. Kynaston, of the Wisconsin Telephone Company.

Comparison of Manual and Machine Operations

The following shows in parallel columns the comparable operations in establishing a call between two manual subscribers and one between two machine switching, CEN tral subscribers.

Manual Subscriber to Manual Subscriber	Machine Switching Subscriber to Machine Switching Subscriber
A subscriber's line terminates in	
Answering jack and Multiple jack.	Line Finder terminal and Final terminal.
When he takes the receiver off, his	
Lamp lights;	Line Finder terminal gets battery.
Whereupon	
The operator plugs in with an answering cord.	A Line Finder moves up to the terminal where battery is present.
After which	
The operator opens the listening key and says "Number, please?" indicating that she is ready to accept the subscriber's call.	A *Sender Selector*, associated with the Line Finder, selects an idle *Sender*, which is a mechanical operator. When the Sender is selected "dial tone" comes on the line, indicating to the subscriber that the apparatus is ready for his call.
Continuing, the subscriber	
Tells the operator the number he wants.	Dials the number he wants, the dialing being recorded in the Sender.
From	
The answering cord the call is extended to the calling cord.	The Line Finder the call is extended to a *District Selector.*
At this point	
The operator begins to focus the call on the called number by selecting the proper call circuit and picking up the assigned trunk in	The Sender begins to focus the call on the called number by causing the District Selector to move to an idle trunk to the office being called, this trunk being on
The	
Outgoing Trunk Multiple.	District Multiple. (In some cases the trunk from the District Multiple goes direct to the called offices but usually it goes from the District Multiple to an *Office Selector,* which finds a trunk in the Office Multiple to the called office. The Office Multiple is introduced when the District Multiple capacity of 450 out trunks is exceeded.)
The Call arrives at the Called Office on	
An incoming Trunk cord on the "B" board.	An *Incoming Selector* on an Incoming Frame.
On the	
"B" Board the operator finds the right thousand and hundred from the stile marking and the right ten and unit from the jack marking and tests the jack of the called line and if found idle plugs in and the ringing starts. If found busy, the trunk is plugged into a busy back jack.	Incoming Frame, the Incoming Selector is directed by the Sender to find the right thousand and *within that thousand* to find a trunk on the Incoming Multiple to one of two groups of 500 lines each (lines numbered 000-499 or 500-999), which includes the called number. From the Incoming Multiple the call is extended to a *Final Selector* on a Final Frame. On the five banks of the Final Frame are 500 subscribers' lines, 100 lines per bank. The Sender directs the Final Selector to the right hundred, ten and unit where the selector tests the line and if found idle comes to rest and the ringing starts. If found busy, the selector returns to normal and sends busy back to the calling subscriber.
Incoming Calls to a Manual *from a Machine Switching Office.*	
If the call is to a manual office a lamp lights on a trunk before a "B" operator in that office. She depresses a display key associated with the trunk, whereupon the called number is displayed in lamps on a device mounted in the keyshelf known as a *Call Indicator.* The operator completes the connection as in manual practice.	

Incoming Calls to a Machine from a Manual Office

Such calls are handled on a call circuit basis, arriving at a Cordless "B" Board at the machine end. The trunks end on keys and incoming selectors. The Cordless "B" operator sets up the called number on a numerical key set in the keyshelf of her position. This key operation notifies a "B" sender of the called number and the sender directs the movement of the incoming selector associated with the trunk as described above under "Incoming Selector on an Incoming Frame."

The Plant Gang Gets Together

On Tuesday, June 5, Mr. Hyatt invited every man who had a finger in the machine switching pie to come down to the cafeteria and sample Joe Renaud's cuisine, gratis. This was a temptation not to be resisted, and there was a great turnout. Jimmy Byloff, of the New York A. T. and T. crowd, added tone to the occasion by a snappy talk built around A. P.'s newly acquired straw bonnet.

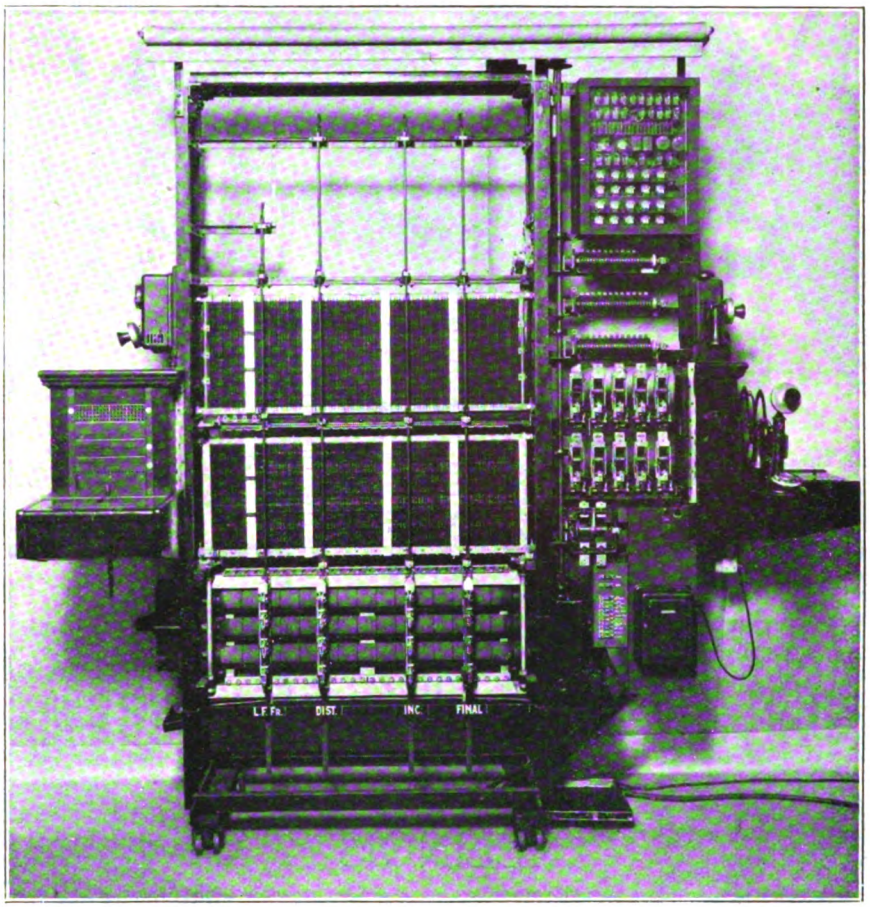
Our boys had their first introduction to the Public Address System, or so called "loud speaker" which Gregg Mills set up and talked to us about pointing out that one of its advantages was that it permitted him to talk louder than Carl Yantis Davis or Harry James, but let it be said that Gregg didn't boast that he could lick them if they performed together. Verne Ray, Ike Boylan and Reid Moses Bennett made two minute talks in five minutes, R. M. ballyhooing for the Western," to which he

Digitized by Google

jumped on June 1. It was my pleasure to say that the Traffic commitment for the cutover was not to ask the Plant to do any fool or last minute things and then the very next day had to spoil it all by asking the boys to rush in some special stuff we found was needed.

After the distinguished guest of the evening, Grandpa Beebe, had admitted it, the stage was given over to the various supervisors who had handled the several parts of the job. Hurd, Freeman, Martin, Charlie Smith, Cady, Corbly, Larkin and Bouland, each in a thoroughly business like and typical plant fashion, proved that all the others were also rans and that if it hadn't been for him, and him alone the job would have perished from malnutrition.

Just to show you how bad it was, Ike Boylan said that he invented machine switching—machine stitching maybe, but machine switching — never. Ike can't even grease a Studebaker. Each supervisor sang his song and was followed by members of his crew who illustrated how their work was done. When Cady's man extracted a piece of two-inch pipe from a PBX board with a pair of ice tongs, I was amazed, but they assured me that Art Bates' bunch gets away with that stuff right along and that a two-inch pipe in a 550-C is nothing.



MACHINE SWITCHING DEMONSTRATING UNIT

This equipment represents a complete machine switching unit for handling local machine switching calls, and also such manual office equipment as is required to receive calls from or send calls to a machine switching unit. On this one frame is mounted one of each kind of selector and other items of apparatus used in handling traffic, thus making it easy to get a concise picture of the sequence of operations and the apparatus involved when a call goes through.

This demonstrating apparatus was extensively used in the plant training work and was entirely developed by the boys in the Educational Division.

A most realistic stunt was the cutover put on by Jess Hulett, Andy Gillespie, Fritz Luehrte, Bill Yueill, "Meter" Johnson, Elmer Gamester and Sammy Biller.

When the bell rang and these boys got busy with the tree trimmers and fire axes and cut off the cables separating the old and new boards it is no wonder that the prominent citizen, Ed Moebius, who was throwing the switch, got nervous and that his hair stood at least two feet on end.

"Vallaly, Edgewater," and Tom Costello put on a stunt showing the vicissitudes of a switchboardman's life since machine switching came to town, that won my heart, but by force of numbers, the machine switching crew voted themselves the best and took the prize —a box of cigars. A glimpse of oriental days on the Nile, with the potentate fanned in the heated season by a gentleman of color on the end of a long handled fan was in evidence when Dean Stanley fanned Bud Bouland on the back with a stuffed glove as Bud modestly advanced his colors a trifle, but definitely relegated all others to the never waser class.

Some party, people, picked up in a day or two by a gang that

(Continued on page 44)



MACHINE SWITCHING CUTOVER SUPERVISORS

Standing, left to right—H. H. Krueger, M. Grund, W. M. Larkin, T. E. Freeman, M. L. Haynes, R. Tolley, A. L. Burket, E. F. Breen, C. L. Lonergan, George Gardner, E. J. Cady and A. G. Gillespie.

Sitting, left to right—J. E. Martin, C. W. Potter, R. M. Johnson, G. T. Pearce, A. J. Kozlowski, H. M. Wilson, L. J. Shearer, W. A. Yueill, S. T. O'Keefe, F. A. Bowes and J. R. Hulett.

Digitized by Google

TRAFFIC GIRLS OF THE ILLINOIS DIVISION



Miss Marie Kurtz and Miss Elizabeth Cattrysse of Rock Island, in Long View Park.



Misses Barrett, Grinshaw, Glynn and Danz of LaSalle.



Miss Sophia Losand, Information Operator at Rock Island.



Left to right — Mrs. Banks of Rock Island; Miss DeBois of Moline; Miss Danz of LaSalle; Miss Ryan of Sterling, and Miss Grinshaw of LaSalle.



Left to right—Sitting—Misses Barrett and Glynn of LaSalle; Standing—Miss Ryan of Sterling; Miss Grinshaw and Miss Danz of LaSalle, and Miss DeBois of Moline.



Miss Winifred Hussey, a local Operator at Rock Island.



P. B. X. Operators who visited the Peoria Main Exchange: Left to right—First row—Sadie Miller, Peoria Creamery Co.; Marie Herman, P. & P. U. R. R. Co.; Dorothy Coons, J. D. Roszell Co.; Emma German, G. F. Carson Co.; Martha Gratz, Clarke-Smith Hardware Co.; Mamie Troy, Journal-Transcript; Betty Able, Altorfer Brothers; Margaret Troy, Central Illinois Light Co.; Ruth Kidder, Avery Co. Back row—Eleanor Clifford, P. B. X. Instructor; Albina Brender, Jefferson Hotel; Julia Murray, Jefferson Hotel Pay Station; Mabel Baldwin, Merchants and Illinois National Bank; Katheryn Goldsbrough, Toll Chief Operator; Catherine Timmerman, assistant local Chief Operator; Catherine Sullivan, District Toll Supervisor; Merial Burke, Holt Manufacturing Co.; Idelle Decker, Peoria Star; Ruth Eden, Sweeney Gasoline & Oil Co.



Miss Barrett, LaSalle Chief Operator

Digitized by Google

KEEPING FIT—*By Walter Camp*

II.—Health as a Guarantee of Efficiency and Success

THERE is an old Hungarian folk tale about a blacksmith in a little village who was convicted of a crime punishable by death; but when the time came for execution of sentence the burgomaster hanged a tailor instead, because, he explained, there was only one blacksmith in the community, while there were several tailors!

A college professor might give this some such imposing name as economic determinism in the administration of justice; but to me there is a double moral having nothing to do with economics. It seems to me to have been a matter of the survivial of the fittest, to begin with, and that law holds as true to-day as yesteryear. But the important thing is that it required special qualities of brawn to make a man indispensable in that village.

If the blacksmith had been a sickly fellow he could not have done his work satisfactorily, and he would have been hanged. Take note of that! We do not hang men nowadays for being sickly, but if they refuse to take proper care of themselves we find sooner or later that they are inefficient, and we fire them. This blacksmith was strong and his muscles were like iron bands. That, you see, was the kind of equipment he needed for that particular work. He was hale and he was necessary.

The strong survive to-day as in the Stone Age. Our modern history abounds in instances of rugged youths hardened in country work and healthened by country air who make their way to the big cities and shoulder aside weaker men on their progress to the top of the ladder. But their sons and grandsons, failing to maintain the robust constitution of the forbear, run thinner and thinner in line until finally a rougher stock shoulders them aside in turn. Civilization and a feverish city life take their toll of those who neglect their bodies.

The great problem, then, is to establish a method of compensation, by which we may meet the drain of city life. The great question is how to live in congested restless centres of humanity, how to keep up the imperative pace, and yet not deteriorate.

Only in sickness does a man fully value health. When your head is clear and your body is functioning so well that you are hardly conscious of it, you feel a certain condenscension toward the weakling. Pride of this kind goeth before a fall. Many a man, careless of his great possession of health, drives himself heedlessly into a wreck. Many a man brought up suddenly with a round turn in the realization that he has lost, temporarily at least, his rich possession.

Pace and self-indulgence are the killers in modern life. We live at a rate so rapid that in our rush we are prone to forget how to keep well. If "our birth is but a sleep and a forgetting," as Wordsworth said, our life is likely to be but a forgetfulness and the sickbed.

No manufacturer would be so forgetful of his machinery. He would discharge a superintendent if he found him neglecting a triple-expansion as most men neglect their bodies. Perhaps that is because machinery costs money and we get our bodies free! If you own an automobile and drive it yourself, you will spend hours of a Sunday morning examining and testing and greasing and polishing it; or if you have a chaffeur, you demand that he do these things daily. Do you give half as much thought to your physical machine?

One of the first things to remember is that nature intended man to earn his living by the sweat of his brow; that is, by some hard manual labor in which the muscles would be vigorously exercised. It was by digging and clubbing that your ancestors won a difficult subsistence. Civilization has changed that. We work now with our heads, and many of us are under no necessity of doing hard physical labor. But our bodies have not changed. Civilization has not abated by one iota the imperious rules nature has laid down for their maintenance at par.

Now that can and does mean but one thing: We must make up in some way the requirement of daily exercise, or nature will impose upon us savage penalties. Men are finding this out every day, and the price they pay is blood and tears.

Flabbiness means failure; exercise mean efficiency. Why handicap yourself with poor health in the race for success?

Your own dog, if you are so fortunate as to own one, shows you every day how to keep fit. Have you ever noticed what he does when he gets up from a nap? He gives himself a good stretching. And he is just as fit this week as he was last week. Unless he is a pampered lap-dog, which God forbid, his appetite never fails him, he never has fits of nerves, nor does he look upon life with a jaundiced eye. Why not stretch your own muscles a dozen times a day as he does? Or, why not take ten minutes of such stretching once a day?

No exercise and plenty of rich food will prepare you to catch any germ in sight. You see hundreds of examples of that inexorable fact all around you.

Why is it that the insurance companies, with their matchless facilities for collecting statistics, look askance at the man whose chest has begun to slip down into his waistband? Because they have learned that overweight makes a bad risk. They have learned that when a man's feet are no longer visible to him he has less chance of life. You yourself need no mortality tables, no statistics on expectation of life, to prove to you that when you lose sight of your feet you deprive yourself of many pleasures you might otherwise have through the use of your feet.

Soft muscles make for sloth; sloth predisposes to disease. We learn in Proverbs that "the slothful shall be under tribute;" and I say to you that the tribute which shall be exacted is an unhealthful body. Any man who does not take life for granted must meditate upon the examples he sees around him of others who are being punished, in some cases mercilessly, for a total disregard of the laws of health. He must know full well that there is no escaping the full penalites on his part. Do you know any reason why nature should favor you above your fellows?

No amount of money or success would induce you to change places with the doomed men you see around you. Their whole lives are devoted to the chase for health. They go to this resort

Walter Camp Epigrams

"Pace and self-indulgence are the killers in modern life."

"Only in sickness does a man fully value health."

"Few manufacturers would abuse machinery as they do their own bodies."

"Flabbiness means failure; exercise means efficiency."

"Why handicap yourself with poor health in the race for success?"

"No exercise and plenty of rich food will prepare you to catch any germ in sight."

"Stretch your muscles like the cat or dog once a day at least."

"Soft muscles make for sloth; sloth predisposes to disease."

Digitized by Google

or that, to this specialist or the other, in the hope, too often vain, of recapturing what was once theirs but was too lightly held. Other men must manage their business, if the business has survived. Other men have the joy of conflict and the stimulation of success. They are broken, these formerly successful men. They are on the scrap heap. Nature has cast them aside because they disobeyed her.

In that paragraph I used the phrase "the chase for health." Our forefathers, when they were preparing to set up this government, drafted a certain celebrated document in which they declared that men had been endowed by their Creator with these inalienable rights: Life, Liberty and pursuit of Happiness. Life is our right; liberty is rightfully ours; but in the Declaration of Independence we are not held to be entitled out of hand to happiness—we are entitled only to pursue it!

Now happiness is health. I call the two inseparable. It may be that Robert Louis Stevenson at Valima won some happiness from the creation of masterpieces even though he was a sick man, but how much happier he would have been had he possessed his full physical faculties. I will go further and say that if Robert Louis Stevenson had taken a little time out of the library in his boyhood and young manhood and had spent the time in the right kind of exercise, he might have avoided the pulmonary trouble which brought him to an early grave.

Certain kinds of happiness you can sit still and pursue; but you can't sit still and pursue health. You have got to get up from that overstuffed chair and be doing, if you want health or want to keep it, once you've got it. You can pursue health by stretching your muscles and restraining the impulse to self-indulgences and observing certain simple rules which entail no real hardship, but you must do these things month in and month out. Eternal vigilance is the price of health no less than of liberty.

"The tongue of the wise is health." I am note quite sure what that means unless it means that health is the counsel of wisdom. What else can it mean? Having a sound and active body, an alert and active mind—having health—what odds need any wise man ask?—*Copyright, 1923, by Doubleday, Page & Co.*

Privacy Radio System Links Catalina Island

THE radio telephone link between Los Angeles and Catalina Island, thirty miles off the coast of California, has set a new record in the history of communication. It is the scene of the first trial on a commercial basis of a radio telephone system insuring privacy to its users. The radio telephone apparatus which has heretofore established connection with the mainland is now replaced by a new radio development of the Bell System engineers which may be called a privacy system for the radio telephone. The new apparatus prevents any of the receiving sets commonly in use picking up the messages transmitted by this system and converting them into understandable speech.

The wireless "talk bridge" which has given telephone service across the thirty mile gap of water separating Catalina from the California coast is unique in many respects. It was designed

(Continued on page 31)



BOARD WALK AT ATLANTIC CITY, WHERE PIONEERS WILL MEET

The structures at the right are the Steeplechase and Steel Piers. Each extends away out over the ocean. Here Pioneers will have the double opportunity to spend some time at "the playground of the world," and at the same time meet old friends while attending the convention October 19 and 20.

—L

Digitized by Google

UTILITY SECURITIES AS AN INVESTMENT

Excerpts From a Talk by B. E. Sunny, Chairman of the Board of Directors of the Illinois Bell Telephone Company, Before the Bond Men's Club of Chicago, June 14

THE utilities, with the exception of some street railways and interurbans, have had a very remarkable and gratifying recovery from the unsatisfactory condition in which they found themselves about three or four years ago. They were then suffering from greatly increased operating expenses and from the difficulty of getting additional capital for extensions, and in most cases, had been unable to secure increases in the rates fixed by the utility commissions prior to the war. Since then rate adjustments have been quite general, especially with the larger properties, and operating results for the past two years have been satisfactory.

The war condition subjected the principle of rate regulation by public utility commissions to a severe test, and while there has been complaint of delays in hearing cases, and of failure to secure relief, and objection to the severity of the requirements with respect to service, it must in fairness be said that the record made by these regulatory bodies in the several states has been good.

Besides authorizing higher rates in many cases, they have helped to remove many of the difficulties and dangers that utility corporations have been subject to: among them, competition in the same kind of service, which is now generally recognized as an economic blunder and, in many cases, a public nuisance. Under the utility law, no competing utility can begin operations except on a certificate of convenience and necessity issued by the commission.

The situation with respect to franchises has been greatly improved. In past years, the franchise of the utility was regarded of vital importance, and the fear that it could not be renewed on its expiration gave considerable concern. Most of the significance attached to franchises in the past has disappeared, because it is now realized that while franchises may end, the property continues undisturbed, and the service goes on as before.

Public relations are greatly improved. Attacks on utilities by legislative bodies and newspapers have almost wholly stopped since the creation of public utility commissions. There is a better understanding of the utility problem of operation by the press, and the utilities are supplying a better quality of service and maintaining more satisfactory relations with their customers.

The equipment in use by the utilities is more efficient and permanent. In the early history of the utilities, improvement in apparatus and appliances came with great rapidity, requiring extensive and expensive replacements. It was hardly ever the case that anything wore out, but constantly, valuable apparatus became obsolete and had to be replaced. The equipment now in use by practically all of the utilities represents the last word in design and manufacture and will have a larger chance than heretofore of operating until it is worn out.

As substantial gains have been secured in matters which affect the permanency and efficiency of these properties, and the good-will in which the public holds them, the vital question as to the safety of the utility investments, and their reliability as producers of reasonable returns in interest and dividends has been answered in the affirmative.

A Supreme Court decision disposes of the controversial question as to the method to be employed to ascertain the value of the property. The rate of return has in some cases been based upon the original cost, or the book value, and only occasionally on the cost of reproduction. The court decides that the cost of reproducing the property is the right basis for fixing rates.

As a check on the tendency of state utility commissions to go farther in regulating the utilities than the law contemplates in saying what obligations shall be undertaken, salaries and wages paid, etc., the Supreme Court says, "The commission is *not* the financial manager of the property, and it is *not* empowered to substitute *its* judgment for that of the directors of the corporation, nor can it ignore items charged by the utility as operating expenses unless there is an abuse of discretion in that regard by the corporate officers."

As to the safety of investments in securities of gas, electric light and telephone companies, it can be said that issues of bonds and notes in the hands of the public have made an almost perfect record, in that there seems to be no default by any of them so far as inquiry among men well informed on the subject is concerned. I say "almost perfect," because there are, no doubt, some small, indifferently managed companies that have fallen down, but the big companies have made a gratifying record, not only with respect to bonds and notes, but preferred and common stocks as well.

It is a matter of congratulation that with the change in administration (in the City of Chicago) the campaign against the street railway has come to an end, and the transportation problems from now on, will be dealt with sanely, and with a full appreciation of the rights of the public and of the corporation.

It is unfortunate, however, that from sheer weariness of the continuous strife on the subject, there is a general acquiescence in the proposal that the municipality, in some way, take over the property. This would be the most stupendous of all of the mistakes that have been made in street railroad matters in fifty years, and it is inconceivable that any good in any form could come out of it.

Municipal ownership and control in Chicago would not remove a single objection to the present service that could not be removed with the coöperation and help of the city.

It is no reflection on the City of Chicago, or any other American city, that it cannot operate a utility as satisfactorily as it can be operated by private management. With the complete change in personnel in the city administration every few years, there is an absence of the continuity of policy or plan so necessary in any business enterprise. If the executives and heads of departments of manufacturing concerns, banks, newspapers, packing houses and public service corporations stepped out of office in a body, and their places were taken by men of little or no previous experience in the particular line of business, which is what occurs in governments after each election, we should shortly have no business left.

In the last twenty years, the utilities have made permanent places for themselves in the community, and in their respective services are analogous to the post office, the fire and police departments, or the school system. They are subject to direction but not ejection or competition. They are regulated monopolies.

The aggregate of the services rendered to the citizens by the several utilities is vastly more important than the services rendered by government, and could not be undertaken and performed by the government in addition to its present burdens. The government and the utilities combined are performing the public service of the country, and will, no doubt, always do so. The utilities are that part of the government that is not in politics, an advantage over their partner in the public service which should make it easy for them to hold their own and continue to grow and prosper, which they are certain to do.

Digitized by Google

COMMERCIAL EMPLOYEES' ASSOCIATION ELECTS



G. F. Kramer, Chicago, Director.



W. J. Oetjen, Suburban, who was re-elected President.



W. S. Poston, President of Illinois Division Unit, Director.



M. F. Peterson, Chicago, Director.



I. A. McDonald, President of Directory Unit, Director.



L. J. Schramm, Chairman of Suburban Council, Director.



E. K. Schneider, President of Engineering Unit, Director.

PRESIDENT AND DIRECTORS OF THE COMMERCIAL EMPLOYEES' ASSOCIATION

THE year 1923 brought to the commercial employees' association the problem of reorganizing the City Commercial Division on account of a redistribution of its forces under the unit system. Due to this, the election was delayed.

The general election in the five divisions of the association brought into the limelight practically an entire new staff of officers. They are taking their work with a spirit of determination to accomplish the purpose of the association.

W. J. Oetjen, president and chairman of the board of directors, has promised to continue his efforts in making the association of interest to all employees. An entertainment and welfare committee has been appointed in each division and he invites all employees to offer suggestions. Members of these committees will be made known to the employees in each division.

During the past year a great deal of good has been accomplished through meetings of employee and management representatives. A number of things affecting the employees were discussed and satisfactorily adjusted.

The new constitution was recently adopted and association membership cards are in process of printing and will be distributed shortly. The board of directors hopes to make these cards quite useful in connection with merchandise buying. A list of these concerns with whom arrangements have been made whereby members may save in purchases will be furnished to each member.

There is a movement afoot to consolidate the four employee associations under one head, each, however, maintaining its departmental organization. The board of directors went on record as being in favor of this plan, which, if agreed upon, will be put to a vote of the members in each division.

Automobilist, Attention!

1. Respect the rights of pedestrians.
2. Cheerfully obey the traffic officer. He protects you as well as pedestrians.
3. Keep to the right of the road.
4. Go slowly around corners.
5. Give pedestrians plenty of room—if in doubt, stop.
6. Mutual forbearance and courtesy make friends.
7. Read the motor vehicle law and traffic regulations.
8. On slippery roads drive with extreme caution.

Digitized by Google

NEW OFFICIALS OF THE ILLINOIS BELL TELEPHONE COMMERCIAL EMPLOYEES' ASSOCIATION



T. R. Caward, Secretary of Board of Directors and President of Chicago Office Unit.



W. B. Kirby, Treasurer, and President of Cashiers' Unit.



C. H. Murphy, Chairman of Chicago Council, and President of District No. 2 Unit.



Edna Stanger, President of Evanston Unit.



M. R. McCreary, Vice-President of Chicago Council, and President of District No. 1 Unit



Fanny Boyle, President of Aurora Unit.



A. A. Voight, President of Harvey Unit.



Ruth Broncheon, President of Waukegan Unit.



Edith Anderson, President of Joliet Unit.



L. W. Parsons, President of Hammond Unit.



F. A. Murtha, President of District No. 5 Unit.



H. Morris, President of Collectors' Unit.



Esther Dahl, President of Oak Park Unit.



F. M. Sinclair, President of La Grange Unit.



R. E. Boehmer, President of Supervisory Clerk's Unit.



J. T. Quinn, President of District No. 4 Unit.



H. J. Baumann, President of Elgin Unit.



E. G. Carr, President of District No. 3 Unit, and Secretary of Division Council.

Digitized by Google



LEFT TO RIGHT—THOMAS C. MURRAY, CHARLES E. SMITH, REID M. BENNETT, ARTHUR H. BATES AND CHARLES L. LONERGAN.

MAINTENANCE MEN MAKE CHANGES

SEVERAL changes have been made in the Chicago Maintenance Department within the last few weeks. R. M. Bennett left to go with the Western Electric Company. Charles E. Smith became supervisor of station installation. Arthur H. Bates moved up to supervisor of P. B. X. installation and Charles Lonergan became general foreman in the P. B. X. Installation Unit. At about the same time Thomas C. Murray left to take the position of telephone supervisor for the City of Chicago.

Reid M. Bennett, formerly supervisor of station installation, was born in Valparaiso, Ind. After graduating from the university in 1905 with a D. S. degree, having completed the electrical engineering course, he entered the service of the Chicago Telephone Company as an installer. Through earnest and persistent effort he gradually rose through the ranks, at various times holding the title of chief clerk, chief P. B. X. installer, until he became assistant superintendent of maintenance. At that time there were in Chicago, 123,000 stations. He held that position until February, 1921, at which time he was made supervisor of the Station Installation Section.

In his new job with the Western Mr. Bennett will have charge of the planning, installing and inspecting of central office equipment for Illinois and Wisconsin.

As a gentleman, a telephone man and executive, Reid Bennett has always stood for the highest ideals of life. His reputation for square dealing and the keen interest which he has always taken in the welfare of his force has served to endear him to all who have had any dealings with him. His many friends wish him Godspeed in his new venture.

Charles Edgar Smith, supervisor of station installation, who hails from Belvidere, entered the service of the Central Union Telephone Company in 1903. Finding the progress somewhat slow, he decided to try his luck in the Suburban Division for a few years, and then after a bit came on to Chicago where he was successful in landing a job as a combination repairman in the old



BANQUET GIVEN BY ILLINOIS BELL EMPLOYEES IN HONOR OF REID M. BENNETT

Digitized by Google

Central Division. Later we find him as an installer and then a repairman in Pullman District.

The manner in which he performed his various jobs and the caliber of his work soon attracted the attention of his superiors with the result that in 1915 R. M. Bennett brought him down town to keep an eye on station maintenance work; as a side line Charley also watched over the motor equipment in use by the department. He continued in that capacity until February, 1921, when he was put in charge of the P. B. X. Division, which position he held at the time he was promoted to the head of the Station Installation Section.

Charley is a regular fellow and enjoys the confidence of his force, displaying a very keen interest in anything that tends to promote their welfare. He is going strong and the gang is with him tooth and nail.

"Art" Bates

Arthur H. Bates was promoted to the position of supervisor of P. B. X. installation on June 1. Art was born in Chicago and lived here until he entered the United States Navy where he spent four years as a quartermaster. He entered the service of the Chicago Telephone Company in 1907 as a clerk in the Installation Section. In 1908 he was sent out as a helper on P. B. X. installation work and has been in the P. B. X. Installation Section ever since. Art served as a helper, installer and as a P. B. X. installation foreman until 1916 when he was made a general foreman in the P. B. X. Installation Unit, which position he held until he was given charge of the unit on June 1.

Mr. Bates' entire telephone experience has been with this company and all in the P. B. X. Division. All who know him feel that his promotion is a recognition of merit brought about by his thorough knowledge of the business and unusual application to the job.

Charlie Lonergan

Charlie Lonergan, recently appointed general foreman in the P. B. X. Installation Unit, has been with the Bell System for about twenty years. He entered the business in 1903 with the Western Electric Company and served in various capacities in central office installation work, working in many cities throughout the country, his last job with the Western Electric Company being in connection with the installation of "Old Central Office." In 1914 he was transferred to the Chicago Telephone Company as a P. B. X. installer subsequently advancing to the position of foreman.

Mr. Lonergan is generally known throughout the force as a thorough, competent telephone man and they predict for him a successful career as a general foreman.

Tom Murray

Thomas C. Murray left the employ of the company May 15 to accept a position with the City of Chicago as telephone supervisor.

Tom came to this company in April, 1901, and has held many different positions in the Maintenance Department. He was in charge of office detail in the Station Installation Section under Reid M. Bennett at the time he left.

Tom is as well known and liked by people outside the Illinois Bell as within the company, because of his geniality, friendship and keen sense of humor.

His greatest hobby in the last few years was to be down under one of the showers. He never failed to take advantage of this golden opportunity. "Are you going to take a Murray" was the common phrase used when the boys were going down for a shower at lunch time.

He is the originator of the Jed Williams' cartoons and sayings which appear in the WEEKLY SUPPLEMENT.

Messages of congratulation were received from his many friends and co-workers, who also presented him with a diamond scarf pin as an appreciation of his friendship and wished him success in his new undertaking.



Left to right—William Hallarn Thomas E. Freeman, A. G. Gillespie and E C. Prather.

Four More Members in "10 Club"

THIS month we have four new members in the "10 Club." As previously explained, in order to become a member of the Maintenance Department "10 Club" it is necessary for an employee to make at least ten sales of American Telephone and Telegraph Company stock. These four new members when asked if they had any special method which was responsible for their success replied as follows:

Thomas E. Freeman, supervisor of central office installation: "I solicited my friends and in some instances where they did not have the ready cash available for the first payment, I loaned them the money for the first payment. Anyway, I overlooked no opportunities to make friends for the company by this method."

Andrew G. Gillespie, central office installation supervising foreman: "My first customers were so enthusiastic about the proposition that they told their friends and I followed up these leads. In some instances these first customers actually solicited sales for me. I guess it must have been the value behind the stock that made the sales."

William Hallarn, exchange station installation foreman: "Oh, I don't know that there was anything special about it. I simply took advantage of all the opportunities to tell my acquaintances about the proposition. On one occasion at a card party I solicited my friends and obtained several sales. I don't find it as difficult as I thought it would be."

Ernest C. Prather, senior testman, Superior Office: "I found my greatest success in selling stock with P. B. X. operators. I know quite a number of these and most of them had a little money to invest and were anxious to take advantage of the plan that enabled them to save more. Of course, it was necessary to tell all of my acquaintances about the proposition, but, generally speaking, it was not difficult."

At the time of going to press the membership of the club, together with the number of sales made by each, is as follows: Sylvester Donahue, 61; John W. Hallam, 22; Albert G. Schecter, 22; Grover A. Peterson, 20; Andrew G. Gillespie, 19; John M. Miller, 18; Harold I. Filley, 15; Harold L. Fisher, 14; Christian A. Jacobsen, 14; Charlton O. Rattray, 13; Fredrick B. Allen, 12; Mary F. Lloyd, 11; James B. Estaver, 10; Thomas E. Freeman, 10; Frederick W. Goebel, 10; William Hallarn, 10; Ernest C. Prather, 10; Raymond C. Smale, 10.

Or Under 'Em

"PAPA, what is a pedestrian?"

"An individual, my son, that is always found in front of automobiles."—*Le Rire.*

Digitized by Google

Bell Telephone News

Published Monthly by

ILLINOIS BELL TELEPHONE COMPANY

B. E. SUNNY, *Chairman, Board of Directors*
W. R. ABBOTT, *President*
F. O. HALE, *Vice President and General Manager*
B. S. GARVEY, *Vice President*
E. G. DREW, *Secretary*
W. J. BOYD, *Treasurer*
U. F. CLEVELAND, *General Auditor*
W. D. BANGS, *General Council*
J. L. SPELLMAN, *Publicity Manager*
A. R. BONE, *General Commercial Superintendent*
FRANK REDMUND, *General Plant Superintendent*
S. J. LARNED, *General Traffic Superintendent*
G. W. MCRAE, *Chief Engineer*

Issued by the Publicity Department

AMORY T. IRWIN, Editor
EVERETT E. FRIGANZA, Assistant Editor
BELL TELEPHONE BUILDING - - - - - CHICAGO, ILLINOIS

SUBSCRIPTION PRICE — Two Dollars a Year in advance, to all persons except employees of the Telephone Company.

The High Cost of Absence

MORE than two billion dollars is lost in the United States every year through the absence of workers from their jobs. This startling figure is given by a writer in the *World's Work*, who has calculated that out of 300 working days in the year the average absence is seven per cent or twenty-one days. Figuring on a basis of $4 a day for 30,000,000 workers we get a total of $2,520,000,000.

And the evils of such absence are not all included in the mere money loss. The fact is, idleness is a demoralizing influence which decreases the efficiency of workers and is an important cause of labor turnover. Steady employment is an acquired habit and the workman who loses the habit of strict application to his job soon finds himself a part of that nomadic class of employees who are always seeking new fields of endeavor.

It is, of course, understood that vacations are necessary, so that the absence here referred to is only that unnecessary idleness that is not foretold. In such cases the company has to bear an overhead expense with no return whatever. If a less competent worker takes the place of an absent employee, the result is a reduced output. When men work in groups the absence of an individual will frequently decrease the efficiency of all those on the job.

It is stated that sickness accounts for fifty per cent of absence from work. Six per cent is due to accident. This leaves about forty-four per cent which ought to be entirely eliminated or materially reduced. There are doubtless many good reasons for employees occasionally absenting themselves from work and our own company has always been liberal in excusing employees from work for legitimate reasons. But the fact must be faced that absence from work is a loss both to the company and the employee—a loss which can never be made up.

"Yes, We Have No Bananas"

A GREEK poet is credited with declaring that he cared not who made his country's laws if he could write his country's songs. This may be fable, but the fact remains that we are more apt to get inspiration from songs than we are from laws or almost anything else, unless it be the movies. An absurd popular song bearing the title which heads this article is now going the rounds of the amusement houses. Its popularity originated in the so-called "Follies" where a well known comedian sings it nightly to a large audience. It tells of a grocer who, no matter whether he has or has not the commodity desired by the customer, replies with a cheerful "yes."

We can get a sermon out of this coming or going. In the first place the grocer is cheerful, but we prefer to emphasize the other point. There are too many people who are prone to say yes, no matter what the answer ought to be. They like to agree with the boss. They seem to think that if they endorse the views of the powers-that-be they will get further in the line of promotion. This is a mistake and a bad one. Your company does not pay you to talk like a parrot, or merely echo something which some one else has said. Your employer wishes your real ideas. While it may more often be that the boss is right, still there may be something about the proposition that you understand better than he does and you will be doing your company and your business both a service by speaking your mind freely. This can be done without giving offense and should always be done if the best kind of coöperation is to be obtained.

Get out of this "yes" class. Have a mind of your own. Often you may be right.

Etiquette

By Jimmy Carbon, in the *Transmitter*

WE seem to be on the mailing list of a firm that sells books on how to behave.

The subject of etiquette, outside of things a man's natural decency tells him he should or shouldn't do, has always been one that has caused us very little concern.

But the how-to-behave company's latest circular has aroused our vulgar curiosity, and we're just dying to know the answer to the following questions they ask:

Should thin-sliced bread be served for dinner?

How should you eat corn on the cob?

Should one say "Please" and "Thank you" to one's servants?

In our humble estimation, the answer to the first question would depend largely on how much bread is on hand and how far away is the nearest grocery. As for eating corn on cob, we have always found that a very effective way is to attack it as you would the wing of a chicken.

Now, regarding servants. Maybe in high society it isn't considered good form to say "please" and "thank you" to 'em. But less cultured people may have a feeling that courtesy is seldom wasted. Furthermore, good cooks are a darn sight scarcer than dancing partners.

It occurs to us in looking over the long list of things that are simply not being done by the best people that we are little more than an utter barbarian.

Nevertheless, if the publishers will try to struggle along for a while without the three dollars, we'll try to struggle along without the book.

How To Gain Knowledge

ONCE upon a time, according to an old story, a young man went to Socrates, the Greek philosopher, and said: "Sire, I come to you in search of knowledge. I have heard much about you, and have come a long way to find you. Will you not tell me how I can gain knowledge?"

Socrates said: "Follow me."

The youth followed Socrates to a body of water and was surprised to see him wade into it up to his waist. He followed him and Socrates grasped him by the arm and head and thrust his head under the water. He held him there until it seemed the youth would surely perish. He dragged him to the shore and waited for the youth to catch his breath; then said: "My boy, what did you most desire when I held your head under the water?"

The youth replied: "Air."

Socrates said: "Go your way and remember that when you want knowledge as much as you wanted air when you were under that water, you will get it."—Tom Dreier, in *Forbes Magazine*.

Periodical Examinations Are Safeguards

JUST because you are up and going about your daily work is no certain sign that your health is good. A careful physical examination by a physician might show ailments that call for medical treatment without delay.

Digitized by Google

PEOPLE WHO HELP MAKE THE BELL TELEPHONE NEWS

Twenty-two thousand persons, directly or indirectly, help make the BELL TELEPHONE NEWS. *Stories, pictures and suggestions come from the president and from office boys. They are received from all parts of our territory. And they are all welcome. We will tell about other men and women contributors in future issues.*

ABOUT thirteen years ago, an errand boy in a Chicago art gallery was very much interested in the work done by some telephone men installing an instrument at the shop in which he worked. He talked with them, and found out where he could try for a job with the telephone company and in a few weeks was working at the loop warehouse of the Chicago Telephone Company. So Duke, the Loop Hound, cable splicer and cartoonist for the BELL TELEPHONE NEWS, came with the telephone company. It may be well in passing to state that Duke's name on the payroll appears as William R. Jackson, but nobody else knows him by that name unless it be his wife or mother-in-law.



DUKE, THE LOOP HOUND—BETTER KNOWN AS WILLIAM R. JACKSON AS HE LOOKED WHILE THE BIG SCRAP WAS ON OVER-SEAS

When asked how he started drawing for the BELL NEWS, he replied that about two years ago, time hung heavy on his hands, while his wife had their youngster in the hospital, and he started looking over some paintings which his mother had done some years before. The idea came to him that the ability to draw might run in the blood, so he got a paper and pencil and proceeded to draw his first cartoon. Since that time his offerings have been many and various. Some of them have tended to help the rest of the "gang" in the game of safety first, while others have told the story of some party or outing. His latest contribution, which appeared in the June issue of the BELL TELEPHONE NEWS showed what happened at the company's first aid contest.

Radio has also claimed Duke's attention, and lately, since the bug has been biting harder, he says he puts on a pair of ear telephones, tunes the set and then gets a drawing board and pencil and goes to it on a cartoon while he listens to the radio. That is, he does this when he is not busily engaged around the house where he lives with his wife, two boys and his mother-in-law.

Duke was born in Canada, and came to this country when nine months old. He served eleven months over-seas with the Thirteenth Service Signal Corps Battalion, and here he spent most of his time shooting trouble on a forty-mile line from Rocheford-Sur-Mer to Bordeaux. Since his return from across the pond, he has kept many of the bunch in Construction Department laughing at his tales of what happened "over there." He tells how he used the French claw-like climbers on concrete poles and how mostly he didn't, but strung drop wires from house corner to house corner. Another good one he tells is about the hair cuts he gave to some of his buddies with a pair of splicer's scissors. Duke had taken out his first naturalization papers before he enlisted, but did not receive his final papers until just before he sailed.

Telephone Man Writes Popular Song

"UNDER the Old Beach Tree" is the title of a song poem recently composed by James Newel Swift, telegraph repeater attendant in the Long Lines test station at Bloomington. The poem has been set to music written for it by the author's son, Gale Swift, assistant musical director of KYW radio studio and the song is becoming increasingly popular.



JAMES N. SWIFT

The song is commemorative of the once popular and happy custom of a young man of carving his initials and those of his sweetheart in the smooth, thick bark of the beach tree. Many have gone back to the old home, the home of childhood days, and have been delighted in finding again the initials carved many years before still well preserved and bearing mute evidence of an early romance. It is an interesting fact that initials carved fifty years or so ago may be found in quite remarkable state of preservation as the bark of the beech does not heal and grow over the wound as is generally the case with other trees. The tree is well known in many parts of the world. The North American white beech is a handsome tree often growing to one hundred feet in height.

"Under the Old Beech Tree" is written in waltz time and is equally effective for singing and dancing. Orchestrations of it have been made and it has been broadcast from several radio stations, including the KYW in Chicago and the Davenport station.

The poem follows:

Hand in hand thru the forest shade,
Under a cloudless sky!
Wonderful, winsome Quaker maid,
Love of my youth, and I.
Standing under the old beech tree,
Lifting her eyes to mine,
Whispering softly, confidingly,
"Thee may carve my name with thine".

Refrain:

I carved her name on the old beech tree
Just underneath my own,
Her lovelit eyes were shining for me,
Shining for me alone.
Light were the tips of her golden braid,
Dainty and dimpled was she.
Sweet were the lips of my Quaker maid,
Under the Old Beech Tree

All alone through the forest shade,
Under a cloud cast sky,
Thinking of thee, sweet Quaker maid,
Love of the days gone by!
Youth departed, I can't forget,
Dreaming thy face I see.
Memory pictures thee waiting there yet,
Under the Old Beech Tree.

Digitized by Google



Standing, left to right—Frederick Paxton, Ashley Collin, Selby Hirsch, Frank Larson, Byron Kalastoboken, President Abbott, John Madigan, Frank Ouradnik, Alexander Karpick, Joseph Skudrna and Robert Altman. Sitting, left to right—Frank Heichel, Stephen Hannigan, Lawrence Gardner, Elva Helbig, Maud Henke, Cora Wiehle, Albert Boyce, William Cunningham and Paul Luebcke.

VAIL MEDALS AND CITATIONS PRESENTED

RELATIVES, friends and fellow-workers of nineteen Illinois Bell employees cited for Theodore N. Vail Medals gathered in the Bell Forum Friday evening, June 15, when President Abbott presented the medals and citations.

Miss Mary T. Reuse, R. M. Bennett and H. W. Beebe each spoke briefly. Mr. Beebe, who is president of the plant employees' association and was a member of the medal award committee, told of the importance of fellow-workers reporting cases where employees are involved.

A letter from F. O. Hale, vice president and general manager, was read. Mr. Hale, who could not be present because of his absence from the city, was a member of the award committee. In his letter he said, "I don't think I fully realized before the number of opportunities members of our Bell family have to render service of an exceptional nature to others, and also the very commendable way these opportunities are handled by them."

The men and women who received medals were:

Miss Maude Henke, night chief operator at Quincy, for giving alarm and helping prevent a serious fire.

Mrs. Cora M. Wiehle, formerly chief operator, at Kildare Office, Chicago, who helped save a woman's life by getting a lungmotor and physician. Mrs. Wiehle worked for the telephone company seventeen years, resigning last August to take up home duties.

Miss Elva M. Helbig, clerk in the Chicago Commercial Department, who helped save a girl's life by artificial respiration.

Robert E. Altman, transmission tester, Chicago, who rescued a young woman from drowning.

Stephen R. Hannigan, installer, Chicago, for extinguishing a fire and saving two children from possible death.

Frank Heichel, repairman, Hammond, for relieving suffering and possibly saving lives of persons in an automobile accident.

Frederick Paxton, lineman, Chicago, for application of first aid methods which saved a man's life.

William H. Cunningham and Paul E. Luebcke, line installers, Chicago, for giving first aid treatment to an injured man.

Albert G. Boyce and Lawrence A. Gardner, line installers, Chicago, who prevented injury and possible death to twenty men when walls of a building they were demolishing collapsed.

Frank W. Larson, garage foreman; Ashley F. Collin, auto mechanic; Selby H. Hirsch, auto mechanic; Byron W. Kalastoboken, garageman; Alexander Karpick, garageman; John H. Madigan, garageman; Frank E. Ouradnik, auto mechanic and Joseph Skudrna, garageman, all of Chicago, who extinguished a dangerous garage fire.

Francis M. James, exchange repairman in Chicago, who could not be present June 15, has since received a medal and citation for entering a burning house and assisting several adults and two children to safety.

Telephone Receiver Cords Would Span United States

THE smaller units of a telephone plant are easily overlooked, but taken in the aggregate they reach stupendous totals. As an example, the short cord which connects the receiver to the ordinary desk set or wall set averages about two feet and a half. However, if all of these cords in the United States were joined together they would provide more than enough wire to construct two two-wire circuits from New York to San Francisco.

Digitized by Google

WHAT THE MONROE DOCTRINE MEANS TO-DAY

Events Which Impelled Declaration of Memorable Pronouncement and some of Its Recent Assertions

By A. T. Irwin

A FEW months ago the scientific world was electrified by the announcement that the tomb of another of the Pharaohs had been discovered in a remote desert of Egypt. In this announcement the public at large displayed great interest, and the newspaper space devoted to this find many times exceeded in value the worth of the gold, silver and precious stones found in the tomb.

Egyptologists tell us that this discovery added a substantial sum to the total of knowledge of those ancient times. Doubtless this is true. The scientific mind is always stimulated by fresh facts, even though the subject of interest has no possible connection with modern times or problems. Such was the discovery of Tut-Ankh-Amen's tomb.

The annals of the ancient world have been written for all time. It is unlikely that fresh discoveries will make any changes in the meaning or affect the history of those remote times. But with a living, growing nation it is different. The history of modern Europe as well as the history of our country needs to be written from time to time as our national character and our national institutions develop and change. The reason for this is that events which, at the time they occurred, seemed of small importance, often loom larger as time passes. Precedents grow in value as generations pass and make it necessary for the historian to go deeper into their causes and study them in relation to their present day effects.

The Monroe Doctrine is an example of this kind. In recent years, this doctrine has come into great prominence and is worthy of careful review in the light of our present international relations. It will be of interest to go back and examine the circumstances surrounding this memorable pronouncement and trace some of its effects in our subsequent history.

Latin America Wins Independence

The close of the War of 1812, which we sketched briefly last month, was followed by a long period of comparative peace, not only in the United States, but throughout almost the whole world. The career of Napoleon Bonaparte had come to a definite end in 1815 with his defeat at Waterloo. For almost a generation there was no war of importance in Europe. It is curious to note the resemblance between that time and the time through which Europe is now passing. The defeat of Napoleon had been accomplished by a union of forces roughly similar to the lineup of the Allies in the recent war and when the war was over the governments of Europe were busy for some time in adjusting themselves to conditions of peace and restoring, so far as possible, the old dynasties upon their thrones and the old conditions of world commerce. One of the effects of the victories of Napoleon had been almost to extinguish the power of Spain. Napoleon's legions had overrun that country and the conqueror had placed one of his brothers upon the Spanish throne. The reign of this puppet was short and inglorious, but the circumstance had one far reaching effect. Spain and Portugal at this time exercised almost complete dominion over South America, Central America and Mexico. Brazil belonged to Portugal and the remainder of this vast extent of territory was subject to Spain. The Spanish possessions extended from the northern limit of the present state of California in North America to Cape Horn, almost within the Antartic circle. Spanish adventurers had conquered these territories from the Indians and Spanish settlers now covered them, thinly it is true, but in sufficient strength to constitute a nominal title under conquest. The Spanish rule has never been humane, and the communities which had grown up, particularly in South America, had become restive under the tyranny to which they were subjected by the bureaucrats of Spain. Things came to a climax when Joseph Bonaparte ascended the Spanish throne and attempted to make good his dominion. First Argentina and then in succession the other South American states revolted. The wars started by these rebellions continued for about fifteen years, and it was not until 1824 that the last of the Latin American countries achieved its final independence.

JULY DATES IN AMERICAN HISTORY

July 9, 1755—Braddock's defeat at battle of Monongahela.
July 4, 1776—Declaration of Independence signed.
July 11, 1804—Hamilton—Burr duel.
July 25, 1814—Battle of Lundy's Lane.
July 1-3, 1863—Battle of Gettysburg.
July 4, 1863—Vicksburg surrendered to Grant.
July 20, 1878—Bell Telephone Company of New York organized.
July 2, 1881—President Garfield shot by assassin.
July 3, 1898—Defeat of Spanish fleet at Santiago.
July 17, 1898—Spanish Army surrendered at Santiago.

The Holy Alliance

With the overthrow of Napoleon and the end of his brother's reign in Spain, a project was inaugurated to reclaim for Spain the lost American dominions. Europe had not recognized the independence of the Southern countries, but the United States had done so. Great Britain was also favorable to the aspirations of the South American republics, but Russia, Austria and Prussia were unfavorable to any extension of free government. These countries had formed what was called the "Holy Alliance," nominally to regulate the relations of all Christian peoples according to the doctrine of Christian charity, but actually to check the spread of republicanism and restore absolute monarchy. The hypocrisy of this alliance was so obvious that scarcely any one took it seriously and the most noteworthy development from it was the attempt to spread its operations to the new world by the coercion of the revolted colonies of Spain.

About the same time another complication arose. Alexander, emperor of Russia, proposed to colonize a large tract of the northwestern coast of North America and this caused a sharp dispute over boundaries, in which Great Britain, the United States and Russia became involved. Russia proposed to exclude all foreigners from that portion of North America lying north of the fifty-first parallel of latitude.

Here were two separate foreign problems both arising from the same general conditions and both fraught with potential danger to the United States. It was clearly up to this country to assert itself unless our government wished to acquiesce in a new descent upon the Western Hemisphere by the avaricious governments of the old world.

Digitized by Google

James Monroe had become president of the United States in succession to Madison and he had appointed as secretary of state John Quincy Adams, son of John Adams, the second president. John Quincy Adams was destined to become Monroe's successor in the presidential office. There are some who assert that John Quincy Adams was really the author of the Monroe Doctrine, that he urged it upon President Monroe and is, therefore, entitled to the credit of founding what has become an institution. Be this as it may, President Monroe, in a message to Congress in 1823, put this doctrine into language in which its meaning could not be mistaken. Referring to the situation in the northwest, he said: "This occasion has been judged proper for asserting as a principle in which the rights and interests of the United States are involved, that the American continents, by the free and independent condition which they have assumed and maintain, are henceforth not to be considered as subjects for future colonization by any European powers." In the second part of Monroe's message relating to the proposed action of the Holy Alliance, he said: "'We owe it, therefore, to candor and to the amicable relations existing between the United States and these powers to declare that we should consider any attempt on their part to extend their system to any portion of this hemisphere as dangerous to our peace and safety. With the existing colonies or dependencies of any European power we have not interfered, nor shall we interfere. But with the governments who have declared their independence and maintain it, and whose independence we have, on great consideration and on just principles, acknowledged, we could not view any interposition for the purpose of oppressing them or controlling in any manner their destiny by any European power in any other light than as the manifestation of an unfriendly disposition toward the United States."

The Monroe Doctrine as set out above was logical in view of the declaration of Washington toward a policy not to interfere in the affairs of Europe. Monroe extended the policy to cover the non-interference of Europe in the affairs of the Western Hemisphere.

In the period between the end of the War of 1812 and the year of Monroe's declaration, the United States had grown greatly in strength and in wealth. By this time the entire territory between the Atlantic Ocean and the Mississippi River had been formed into states and the Indians were either subdued or moved westward. Here was a great nation recently emerged from a victorious war and enjoying a degree of prosperity never before known in our history or in the history of any other modern nation. Twenty-five years before, such a declaration as that of Monroe's might have been received with disdain, but the nations of the Holy Alliance knew that they reckoned with a people not only willing, but able to maintain a position which their government had taken. It is not strictly true that the Monroe Doctrine ever received constitutional or legislative sanction. In point of fact no action whatever was taken. No action was necessary. Russia abandoned her northwest colonization scheme and Spain decided to stay at home. The people of the United States approved the Monroe Doctrine and the entire episode came to an immediate conclusion. Such is the effect of a righteous decision backed by courage and strength.

French Interference in Mexico

There have been very few cases in which it has been necessary for this government to assert the Monroe Doctrine, but in those few cases that assertion has been decisive. Perhaps the most noteworthy example occurred at the close of the Civil War when French royalists attempted to set up an empire in Mexico. The ambition of Empress Eugenie, wife of Napoleon III, prompted her to make this foolish attempt. It will be recalled that the interference of this woman in the affairs of France, Spain and Prussia brought on the Franco- Prussian war, which ended so disastrously for France. The United States, absorbed as it was in the struggle between the North and the South, gave no immediate heed to the attempt to place Maximilian, an Austrian prince, upon the Mexican throne, but in 1865, when the war ended, President Abraham Lincoln ordered General Sherman to take a part of his army and deal with the situation in Mexico. The "Texas Rangers" joined Sherman's forces. These hardy plainsmen had been among the soldiers of the Confederate army and their adherence to the cause of the United States at this time was one of the first evidences of returning concord between the two former antagonists. To see these brave men enlisted with their former foes under the Stars and Stripes brought a thrill of joy to the whole country. It is said that God works in mysterious ways His wonders to perform. Perhaps it was the intention of Providence to provide the occasion for an active enterprise which should serve as the opening act in the great work of reconstruction through which this country must go.

As in the other cases in which the Monroe Doctrine has been invoked, the gesture was almost all that was needed. When Sherman's forces lined up on the Rio Grande the French adventurers fled, abandoning their puppet emperor. Maximilian was captured and executed by the Mexican patriots and the empire of Mexico came to an end.

The Venezuelan Boundary Dispute

The second administration of Grover Cleveland was made notable by the only modern appeal to the Monroe Doctrine. This time the European power against whom the issue lay was none other than Great Britain, whose chancellors had so wholeheartedly supported the Monroe Doctrine when it was first pronounced. The matter under dispute was the boundary line of the Republic of Venezuela. Since early times a small territory on the northern coast of South America had been owned partly by France, partly by Holland, and partly by England. This territory is called Guiana and British Guiana lies next to Venezuela. It is probable that no definite survey of this boundary had ever been made as the country was unsettled. A few years before this time valuable mineral deposits had been discovered and both Great Britain and Venezuela claimed the territory in which these lay. The British, with characteristic energy, not only claimed, but went in, and Venezuela appealed to the United States for protection. The United States diplomatically protested to Great Britain through several presidential administrations, but no satisfaction was obtained. Soon after President Cleveland took office for his second term, he determined to bring the matter to a head. He instructed the American ambassador in London to renew the protests, which was done, but Lord Salisbury, the British prime minister, paid no attention. Finally, in December, 1895, President Cleveland drew up a note to the British government in which the word "war" was used in several sentences. Lord Salisbury woke up. The British ministry agreed to arbitrate the matter, and the incident was closed. In the arbitration which ensued Venezuela's claims were fully sustained and the boundary settled for all time.

The Monroe Doctrine does not obligate this country to interfere in any way whatsoever with the internal affairs of the other American nations. In fact, it has been our policy strictly to avoid any such interference. We are entitled to view with pride the record of our country in this important respect. The history of the world up to the time of the date of the Monroe Doctrine had been a succession of conquests of weak peoples by their stronger neighbors, but the American tradition was and is for freedom and for the right of a people, no matter how small or weak, to govern themselves in their own way so long as they do not interfere with the just rights of other peoples. It would have been no difficult matter for the United States at this period, or in fact, at any subsequent period, to have absorbed the weak Latin countries at the south. At the present time, for instance, about forty per cent of the entire population of the continents of North and South America is contained in the borders of the United States. At that remote period the proportion of popula-

Digitized by Google

tion in this country was still greater. In point of wealth and resources the disparity is greater than in population. These facts have been played up at different times by persons in the Latin countries themselves. In the light of what we know now it is not difficult to trace much of this agitation to the propaganda carried on by Germany and other European powers jealous of the influence of the United States. The Monroe Doctrine does not constitute any menace to the freedom or independence of the Latin countries, and the great majority of the people of these countries thoroughly understand this. We seek no advantage whatever in trade. We make no suggestions, directly or indirectly, as to how these countries shall regulate their own affairs. We make no effort to prevent a foreign nation from collecting its just debts from an American nation provided it does not attempt to annex territory.

Within the past decade or so the rapid growth and increase in wealth and population of such countries as Brazil, Argentina and Chile has brought a certain sentiment in these countries for a revision of the Monroe Doctrine to make it a joint rather than an individual policy. It is not unlikely that such a development may come. As we explained, the Monroe Doctrine has not been sanctioned by legislative act or court decision. If the strong governments of South America wish to have part in this doctrine there is no bar. But in any case the doctrine will be maintained by the United States.

While instances in which open appeal to or open assertion of the Monroe Doctrine have been few, the number of cases in which its silent influence prevented intervention has been far greater. In the latter part of the nineteenth and the early part of the twentieth century, there was a disposition on the part of our government to extend the scope of the Monroe Doctrine much farther than its founders probably intended and much farther than it had ever been carried in early times. For instance, in 1905, President Roosevelt announced in effect that the United States is the international policeman of the Western Hemisphere. He said: "Chronic wrong doing, or an impotence which results in a general loosening of the ties of civilized society, may in America, as elsewhere, ultimately require intervention by some civilized nation, and in the Western Hemisphere the adherence of the United States to the Monroe Doctrine may force the United States, however reluctantly, in flagrant cases of such wrong doing, or impotence, to the exercise of an international police power."

This declaration was received with great disfavor in Latin American countries and was not wholly approved in this country. Accordingly, Secretary of State Root, in a speech at the Third Pan-American Conference in Rio de Janeiro in 1906, said: "We deem the independence and equal rights of the smallest and weakest member of the family of nations entitled to as much respect as those of the greater empire, and we deem the observance of that respect the chief guaranty of the weak against the oppression of the strong. We neither claim nor desire any rights, or privileges, or powers that we do not freely concede to every American republic." This was taken to mean that the United States was willing to permit the strong South American nations to join with this government in enforcing the Monroe Doctrine or determining whether or not it ought to be enforced in any particular case.

Of recent years our government has sought to reassure the Southern republics of our entire lack of any ambition or desire to extend our system over their territory. In a speech delivered at Mobile in 1913, President Wilson said: "The United States will never again seek one additional foot of territory by conquest. She will devote herself to showing that she knows how to make honorable and fruitful use of the territory she has, and she must regard it as one of the duties of friendship to see that from no quarter are material interests made superior to human liberty and national opportunity."

The Monroe Doctrine has sometimes been described as an "attitude of mind" rather than an official statement. It represents a determination upon the part of the United States to use whatever measures may be necessary to secure its peace and safety. Changing conditions bring new dangers; hence the Monroe Doctrine may sometime be interpreted differently than it has ever been heretofore, but its interpretation will always be based on the spirit of the pronouncement of 1823.

Privacy Radio System Links Catalina Island

(Continued from page 20)

and installed in 1920 to give two-way talk between the mainland and an island thirty miles at sea, and has proved in on a commercial basis, giving satisfactory transmission day and night throughout the year.

At the time the radio apparatus was installed a submarine cable could have been laid joining the island and mainland which would have supplied a better grade of service at less expense, but the conditions which existed at that time and which grew out of the war were such that the manufacture of cable would have involved a long delay in supplying service. However, suitable submarine cable will be available in the near future and will be laid to the island as soon as available, but not before the new private radio system has received a thorough trial. The radio system, even with privacy assured, can only be considered somewhat in the nature of a temporary affair for it is known that a cable could handle the traffic more economically as well as more satisfactorily in all other respects.

The wireless link connects Catalina Island not only with Los Angeles but also, through the trunk lines of the Bell System. After the laying of the telephone cable between Key West and Havana, the longest telephone circuit on record was set up between Catalina Island in the Pacific and the Island of Cuba in the Atlantic. This circuit was remarkable for its character as well as for its length.

Heretofore, talks over the Catalina Island link while clear and understandable to those using the service, have also been picked up by amateur radio receiving stations in the neighborhood, so that the privacy of the usual telephone conversation was lacking. Any radio receiving station in that part of the country, if it happened to be tuned to the right wave length, might get fragments of the talk with Catalina Island, which would be of no interest to the radio listener. Of course, the talker could not tell how far afield his words might accidentally go.

The privacy system, was designed by the American Telephone and Telegraph Company largely to remedy this situation. It is not claimed that the new system is absolutely secret, but at least privacy has been obtained, so that no one will inadvertently overhear the conversations which are transmitted by this system.

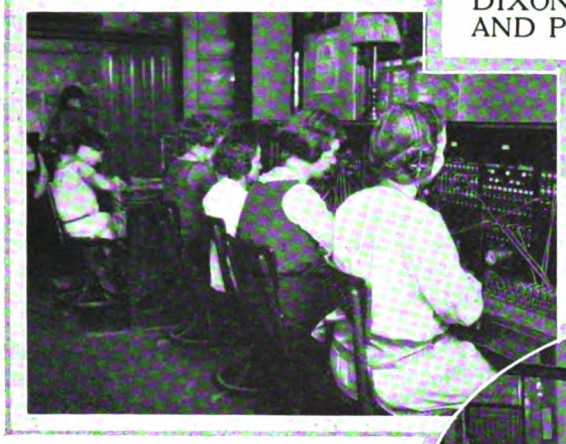
The new radio equipment which has been installed both on the island and the mainland will handle telephone messages in such a way that they will be unintelligible to all ordinary radio receivers. In a word, the new sets, before putting the messages "on the air" will distort or scramble them, and no receiving set which is not specially designed or manipulated to unscramble them can obtain anything intelligible.

While anyone familiar with this system, and possibly an ingenious person not familiar with it, might devise a set which could listen to the system, such a set would be much more complicated than the ordinary set, and the added complication would be of no value except for picking up transmission over this system. It is, therefore, not likely that many people will undertake this work.

Such a privacy system may be compared to a lock and key. A person relies upon a lock to secure his house and other property and is not much troubled by the possibility of a thief breaking in to steal. However, this is always a possibility. The privacy system presents an analogous case. For all practical cases it insures the requisite privacy to a radio telephone conversation but it does not make impossible the designing of a special set, near enough like the receiving sets used in the system itself, to transform the messages into more or less intelligible form.

Digitized by Google

PART OF THE PLANT OF THE DIXON HOME TELEPHONE CO., AND PERSONS WHO OPERATE IT



Toll Board



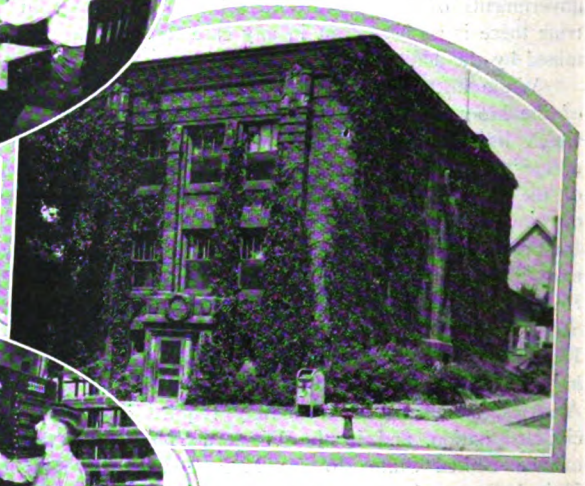
Local Board



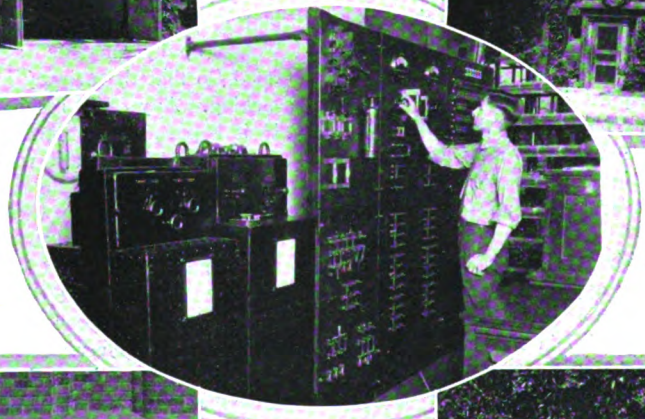
Lucile Green, Ass't Cashier (left), Katherine Gleim, Ass't Cashier, and Harry Hogan, Cashier.



Even the garages in the rear of the Dixon Telephone Building are attractive.



Truly the Dixon Telephone Building is a beautiful structure.



F. S. Coakley, Wire Chief, in the apparatus room.



Dixon operators. Left to right — Hazel VanBibber, Isabelle Lowrey, Elizabeth Minnihan, Hazel Boyer, Lavon Eberle, Helen Green, Martha Alschlager, Irene McBride, **Frances Faltes, Ruth Cleary, Gertrude VanBibber, Mildred Brady and Gladys Mossholder.**



Left to right—Georgia Sill, Chief Operator; Madge Hogan, Hazel Fane, Cora Glessner, Bessie Eberle, Margaret Vaile, Helen Minnihan, Martha Hucker, Margaret McCrystal, **LaFerne Richardson, Julia Johnson, Ethel Dykeman and Mary Lowrey.**

Digitized by Google



LOOKING TOWARD ROCK RIVER FROM COUNTY BUILDING



ONE OF DIXON'S BUSY THOROUGHFARES

ONE TRIP TO DIXON AND YOU'LL LOVE IT

Modern Equipment of Connecting Company Gives City Good Telephone Service

ONE trip to Dixon will make you love it. It is big enough to be a regular city and not big enough to make one feel lonesome. A charming place in the fullest sense of the word, and should you happen not to know, it is 100 miles due west of Chicago on the Rock River.

When the white man first came to this territory, the Indians called the river the Sinnissippi. In and around Dixon, the river is commonly 700 to 1,000 feet wide in the broader valleys, but as it winds its way through the sandstone bluffs, here and there it is narrowed down to form the most beautiful gorges.

There is no monotony about the Rock River and while it lays no claim to grandeur, its variety as it flows between high, rolling hills covered with dense forest and its restful greens of every shade, is a perpetual charm to the eye, and an inspiration to the soul of man.

We often hear of the magnificence of the Rocky Mountains, but, however imposing they may be, let it not be forgotten that one of the chief charm of the Rockies is their inaccessibility.

Distance is essential to their beauty and grandeur, while the scenery of the Rock River around Dixon—pigmy in size and extent as compared with the mountainous regions—is all the more beautiful and delightful because one can wander through it, finding surprise spots at every turn.

Here the sojourner may find rest and relief from the humdrum of routine life and at least for the while forget the world in admiration of nature.

The City of Dixon is most advantageously situated; a kind of state highway center since it is here that the main artery of transcontinental automobile traffic, the Lincoln Highway, joins the Blackhawk Trail and the Douglas Trail and many other first class highways, such as the State Park Trail leading to La Salle and the Starved Rock Territory.

Naturally enough, Dixon was originally a farming center, but it has also developed into quite a manufacturing city.

Its streets are well paved and judging from general appearances, its municipal pride is 'way above par.



DIXON CITY HALL



LOWELL PARK LODGE

Digitized by Google



LOUIS PITCHER, MANAGER OF THE DIXON HOME TELEPHONE COMPANY

Dixon also has the park habit and justly claims a greater percentage of park area per population than any other city in the state, if not in the Union.

Among these may be mentioned Assembly Park of nearly fifty acres with a flock of cottages and a large auditorium accommodating over 5,000 people wherein are conducted exhibitions, lectures, etc., throughout the summer season. Here also is conducted annually a great Chautauqua Assembly.

This park lies on the bank of a river and has connected with it a good bathing beach with commodious bath house facilities.

Dixon has one outstanding feature in the way of parks that is unique. We refer to Lowell Park, which though located four miles from the City of Dixon, is legally a part of it, being owned and managed by the city.

In order that this could be done legally, the State Legislature passed an enabling act so that the gift of Mrs. Lowell, widow of Brigadier-General Charles Lowell, might be accepted in proper form.

The story of General and Mrs. Lowell and the park named for them is an interesting romance of the Civil War, and is one which the residents of Dixon will never tire of repeating.

The park has an area of 200 acres and the park commissioners are trying to keep it in its natural state, avoiding, so far as possible, the usual artificialities of city parks.

Mr. and Mrs. Graybill have been the keepers of the park for sixteen years and maintain a kind of a lodge, or hostelry for the benefit of transients who may wish to tarry for a while.

This is not intended as an advertisement, but if it so appears —good enough—Lowell Park of Dixon and the genial lodgekeepers are entitled to whatever credit we can give. So if any of our readers, who may live within an auto-drive of Dixon, wish a most pleasant, quiet communion with nature, together with comfortable quarters and the best of meals, we unhesitatingly recommend Lowell Park of the City of Dixon. But, be sure to call up by telephone first and make your reservations ahead of time.

The managing director of the Dixon Home Telephone Company is also one of the City Park Commissioners, which adds another bit of circumstantial evidence that no one can really be in the telephone business without being public spirited. Louis Pitcher, who manages the Dixon company, is a splendid example of that type of man.

Historically, Dixon does not fail in interest. In the days of the Blackhawk War, there was a block house near the north end of the present steel bridge, and here such men as Zachary Taylor, Jefferson Davis, Major Anderson (of Fort Sumter) and our own great Lincoln, served our country.

Along the great Lincoln Highway stretching from coast to coast this happens to be the only point with which Lincoln himself was actively identified.

Eighty-five years ago at Grand Detour, located at one of the beauty bends of the river, John Deere made the first of the plows which have since made his name famous in the agricultural world.

Telephonically speaking, the Dixon Home Telephone Company, while not of the Bell System, is one of our "half sisters" or what we may call a "connecting company." The present Dixon organization is an outgrowth of the Lee County Telephone Company, started in 1896, by L. D. Pitcher, father of the present Director-Manager Louis Pitcher.

The successor company, that is, the Dixon Home Telephone Company, took over the older institution and proceeded to place the equipment in first class shape.

In 1912, the local company took over the Bell interests for Dixon and the vicinity, and have ever since handled the local service as a connecting company.

In January, 1916, the exchange building, with all the central office equipment, was totally destroyed by fire. With the customary push and Dixon energy, service was resumed in less than two weeks.

To-day, there are nearly 3,000 subscribers and the telephone density is twenty-five percent or one telephone to every four





UNDERGROUND CONSTRUCTION WORK IN DIXON FOR ADDITIONS TO THE TELEPHONE PLANT

Digitized by Google

persons.

The new telephone building is, without doubt, one of the most beautiful structures in the telephone business. It is of red brick and massive external pilasters covered with ivy give it the general appearance of a classic church or castle.

A casual visitor would scarcely observe that the office, as a whole, was not a regulation Bell product and the whole atmosphere of the place indicates a system akin to that of the American Telephone and Telegraph practice.

Toll and long distance calls to and from points on both the Bell and independent lines are operated from a separate toll switchboard equipped for that class of service. Through this board, Dixon keeps in close touch with the rest of the world.

It must not be forgotten, as some of our photographs show, that the Dixon Home Telephone Company is making strenuous efforts to help beautify the city by laying much of its cable underground wherever the conditions permit.

The City of Dixon received its name from one of the early settlers whose amicable relations with the Indians and his square dealing won for him the felicitous title of "Father Dixon," or in their language, Nachusa. This euphonious word has been used sentimentally to name one of the principal streets of the city.

Dixon has a top notch Chamber of Commerce. It specializes in the needs, pleasures and comforts of the hundreds of thousands of auto tourists who chance that way.

If you are out driving in this neck of the woods, don't miss Dixon.

New Bond Issue by Illinois Bell

THE Illinois Commerce Commission has issued an order authorizing the Illinois Bell Telephone Company to issue and sell first and refunding mortgage five per cent gold bonds Series A of the par value of $50,000,000. The bonds have been offered for sale to the public at 95¼ per cent and interest, to yield over 5.30 per cent.

In a summary of his letter to the banking syndicate handling the distribution of the bonds to the public, W. R. Abbott, president of the Illinois Bell Telephone Company, said:

"Illinois Bell Telephone Company does all of the telephone business of the City of Chicago and owns and operates a comprehensive system of exchanges and toll lines serving, with its connecting companies, practically the entire state of Illinois.

"These bonds are to be secured by a first mortgage on all the real estate, buildings and telephone plant of the company in the State of Illinois, with the exception of certain property recently acquired from the Southwestern Bell Telephone Company at a cost of approximately $843,000.

"Upon the satisfaction forthwith of the existing bonded debt, including the $19,004,000 first mortgage five per cent bonds due December 1, 1923 (issued under the name of Chicago Telephone Company), and the retirement of $15,530,179 three-year five per cent unsecured notes of the company, from the proceeds of these bonds, the $50,000,000 Series A bonds will constitute the company's sole funded debt. In comparison therewith, the book cost of the real estate, buildings, and telephone plant of the company was approximately $133,000,000 on March 31, 1923, and the total assets amounted to over $143,000,000, which figures will be substantially increased by the balance of the proceeds of this issue to be utilized for additions and betterments. The present value of the company's property is greatly in excess of its book cost.

"The situation with respect to the company's franchises is generally satisfactory. A franchise for the City of Chicago was granted in 1889. In 1907, a new franchise was granted for a twenty-two-year period, expiring in 1929, and there is no reason to believe that it will not be renewed on a satisfactory basis. The existing franchise contains a provision giving the city the right, at the expiration of this franchise, upon giving twelve months' previous notice, to purchase the property of the company located within the city, paying therefore, in cash, the cost of duplication at that date less depreciation, but without allowance for earning power or franchise value. On March 31, 1923, the book cost of the physical property of the company, located within the City of Chicago, was in excess of $92,000,000, which cost is much less than the present value of the property.

"During the past ten years the company's net earnings available for interest have averaged over three times the interest charges and in no one of these years have they been less than twice such interest charges. During each of the years, 1921 and 1922, net earnings available for interest amounted to more than three times the annual interest requirements of $2,500,000 on these bonds. Adequate charges have been made annually against earnings for depreciation and obsolescence.

"The company has outstanding $60,000,000 par value of capital stock (to be increased presently to $70,000,000) more than ninety-eight per cent of which is owned by the American Telephone and Telegraph Company. Dividends on this stock, as outstanding from time to time, have been paid in every year since 1881 at the rate of at least eight per cent per annum, which is the present rate.

"The mortgage will provide for sinking fund payments to a trustee at the rate of $250,000 semi-annually, beginning December 1, 1923, such payments to be used in purchasing Series A bonds if obtainable at not exceeding par and accrued interest otherwise to be used for capital expenditures with respect to property to be covered by the mortgage, and against which expenditures no bonds under the mortgage will be issuable as long as any Series A bonds are outstanding."

On June 21, the company recorded in ninety counties throughout the state copies of the mortgage. Revenue stamps, amounting to $25,000, were required and the instrument was so long that the company sent each county recorder in the counties in which it operates an additional copy of the mortgage for use in recording, in order to save the recorders the labor of copying the 106 pages of the original instrument.

Look Out for Poison Ivy

WITH vacation time well upon us, the Safety Bureau again calls attention to the danger of poison ivy. Every part of this vine or bush is poisonous. If you touch it or handle it, your skin will become red and swollen within a few hours. The itching and burning are very painful.

Learn to recognize this plant and leave it alone. Poison ivy has long stems bearing three leaflets, like a shamrock. Small green flowers hang in clusters between the leaflets. These are followed later by bunches of small dead-white berries.

If you should touch poison ivy, wash your hands at once. Use plenty of soap and hot water. Make a heavy lather and wash for five minutes. Rinse four or five times. Use running water, or change water for each rinsing. Do not use a brush.

The best treatment is that which you will get by calling a competent physician. In a serious case, the patient should go to bed and apply cloths soaked in soda water (a teaspoonful of cooking soda or borax dissolved in a cup of water). Eat light foods, such as fruits and vegetables, and drink lots of water. Do not apply salve of any kind unless the doctor orders it.

If you have to handle poison ivy, wear rubber gloves or thick leather gloves with gauntlets to protect the wrists. Avoid raising any dust from the plant. After using, wash the gloves thoroughly with soap and water and rinse several times. Do the same with clothing which has been in contact with the plant. This will help to prevent the poisonous material or dust from being carried to other parts of your body.

Motorists will find that they carry with them in their gas tank, a preventive if applied immediately or shortly after exposure to the poison. If the hands or other exposed parts are thoroughly bathed in gasoline, this tends to have much the same effect as washing with soap and water.

Digitized by Google

THE CAMERA'S EYE IN ILLINOIS



Caroline Stanghor and Goldie Rymer, Operators' Training Department, and how they looked while hiking on Memorial Day.





Miss Ruth Brown, Accounting Department, at Palos Hills, Memorial Day.



The Wandering Minstrel, Miss Caroline Stanghor, Operators' Training Department.

Miss Naomi Hand, Mount Vernon Operator, who won the sheriff's praise for quick handling of toll calls after a bank robbery.



C. A. Jacobsen, Exchange Repair Foreman, Yards and Lafayette Offices.



P. E. Luebcke and F. W. Seyferlich, Line Installers.



Post-Season Banquet given by Women's Chorus, at the Hotel Morrison, Chicago, May 28.

Digitized by Google

TELEPHONE TRAIL BLAZERS WITH JULY SERVICE RECORDS

Charles E. Selk

July, 1899—24 Years

MR. SELK started in the electrical business in July, 1895, as groundman for the C. B. & Q. Railway telegraph department at Galesburg, and was promoted to lineman soon thereafter. In this capacity, he worked for the railroad company until January 10, 1898.



CHARLES E. SELK

He first began with us in the construction of new toll lines from Peoria to Canton. This work lasted until March, 1898, after which he went back to the C. B. & Q. for a year and four months.

Finally, Mr. Selk came back to the Bell in July, 1899, under Foreman W. E. Craiglow at Galesburg, and this was the official beginning of his now twenty-four years' service.

After finishing the Galesburg job, he was transferred to Cairo in October, 1899, on another rebuilding job. From Cairo, he was transferred back to Galesburg, serving there as city foreman under Manager T. S. Brown.

In May, 1902, he was transferred to Peoria. Then he went to Delavan in 1903, this time in the capacity of manager where he still "holds the fort."

Newhall Helmer

July, 1900—23 Years

MR. HELMER came to us in July, 1900, starting with J. G. Wray, working directly under Herb Gardner whom many of the old Chicago company will well remember.

Mr. Helmer next appeared in the capacity of a trouble clerk in South Office at Twenty-Second Street, Chicago.



NEWHALL HELMER.

After absorbing a few of the possible troubles that can happen to a telephone line and its equipment, he was detailed to construction work, and ran a gang for a number of years, though he says that having been a trouble clerk did not altogether qualify him for putting up lines that would never go wrong.

About 1912, he took up the work of inspection of plant and the next year entered the Engineering Department, making plans for extensions to outside plant.

When the big war came along, Mr. Helmer drew the rank of lieutenant and when they blew the whistle to stop the work of educating the Germans, he was a captain.

As we have seen him in uniform, we don't exactly blame the colonel for promoting him to the bigger job. He looks the part.

In August, 1919, Mr. Helmer came back to the Engineering Department. He is now traveling under the title of district plant engineer for the Suburban Division in the Evanston area.



SAMUEL T. HINDENACH.

Samuel T. Hindenach

July, 1901—22 Years

THE state of Michigan lost a regular fellow and the telephone company of that state the makings of a first class battery man when the boy, Samuel Hindenach, bid goodbye to his father's blacksmith shop in Marshall, Mich., and came to Chicago to try his fortune.

With eyes and ears alert for the new and strange, the first sight that attracted his attention as he walked out of the Illinois Central railroad station at Twelfth Street in Chicago, was a carriage going rapidly along Michigan Avenue without a horse to pull it.

This was a novelty indeed, not only to Sam, but to a hundred or more others who were trotting along with it thrilled with astonishment. It was an electrically driven horseless carriage and Sam followed it several blocks, or until it turned into an old barn near Twenty-Second Street.

Here he found the American Electric Vehicle Company which, in 1897, attempted to market an electric carriage.

In order to bring in revenue for development, the carriages were first used as an attraction for fairs, for advertising and the like.

One charge on the battery would run it about twenty miles; then a fresh battery was put in, and the show started all over again.

Mr. Hindenach was in this electrical buggy business until 1901, when he came with the Chicago Telephone Company as a battery expert, and no one has been able to dim his title in the least.

It was on his recommendation that the Chicago Company bought its first motor truck.

It is now ancient history, but the basis of his recommendation to General Manager Hibbard was founded not so much on economy and efficiency as on the belief that motor transportation was the coming thing and that at a reasonable price, big business could afford to help support the pioneer manufacturer and that success would soon react favorably on all parties concerned.

It was a bold, broad policy which appealed to Mr. Hibbard and Sam admits that he felt not a little flattered at seeing his

Digitized by Google

letter come back with the note, "Good argument! Buy it."

Sam has always been a natural progressive, whatever that means, and "if he says it" about a battery "it's true."

Francis M. Pepper

July, 1902—21 Years

Mr. Pepper—everyone calls him Pep, began his telephone service in July, 1902, with the Northern Illinois Telephone Company at Plano.



F. M. PEPPER

He had a bigger job then than Mr. Abbott now holds, for Mr. Abbott is only president, while Francis Pepper, at the time mentioned — twenty-one years ago, was night operator from 9 p. m. to 7 a. m. Then he took an hour to make up his cot and get breakfast. At 8 a. m. he put on his spurs, grabbed a coil of wire and some tools for the day's work of chasing trouble, installing lines, putting in drops and instruments, and collecting bills until 5 p. m. After this, he had four hours all to himself before tackling the night operator's job again at nine o'clock.

This compound job continued for about a year and a half, when he went over to Yorkville to serve with Justus Nading in the position of inspector-lineman. While in this capacity, he installed most of the telephones now in service in the district, and became intimately acquainted with the kitchens and cellars of the neighborhood.

Patrolling the Aurora-Yorkville toll line with a rickety buggy and still more rickety horse was a part of his routine duty. This was in the good old days of clay roads—with experiences long to be remembered.

Mr. Pepper then went to LaGrange as wire chief, when the exchange was cut over to the common battery system. After he remained there four years, we find him turning up in Aurora, first as wire chief, then district wire chief and later as district plant chief. This kept him busy in Aurora for eight years, when he went to Joliet as plant chief for the Joliet District.

That was six years ago, and he is still to be found there, looking after the telephone interests for quite a slice of the southern end of the Suburban Division.

Saved the Most Important Part of the Business

AN amusing incident is reported by our combination man at Houston, Miss., L. McBride, who says that a few weeks ago a planing mill burned at that place. There were two telephones in the office and Ed, the negro night watchman, got one of the instruments out of the office the first thing. He carried it some distance away from the fire and then came back to save the books. Someone asked him, "Say, Ed, how came you to get the telephone first?" and the negro promptly replied, "Boss, I thought the telephone was the most important part of the business so I wanted to be sure to get it out." It seems to us that boy had a remarkably level head.—*Southern Telephone News.*



OPERATORS TRAINING DEPARTMENT EXHIBIT AT THE CHICAGO VOCATIONAL AND TRADE SCHOOL SHOW IN CHICAGO, MAY 30 TO JUNE 9

Demonstrating the "A" board is Miss Spitler. Mrs. Finnigan is at the "B" board. The other young woman is Miss Loughery, who had charge of the exhibit.

Digitized by Google

KATIE'S NEW SUIT

By Mary T. Dewhurst.

"I HOPE I shall get a letter from Mrs. Miller to-night," said Mother, as she pressed the seams in Katie's new dress skirt.

"I hope so, too," said Mary. "It's awfully hard to keep a secret and I don't believe I can help telling Katie if I have it on my mind another night."

"I wish she could try this skirt on now; I could finish it in a half hour if I felt sure it would be the right length."

"Why, of course, it will be right. I measured it by her old one and added enough length to make it fashionable this year. But I didn't add much, for I hate to see a business or traveling dress look too 'draggely.'"

"Yes," said Mother; "I think they look smarter to be at the shoe tops, or where shoe tops used to be. You don't remember the awful fashion they had of wearing trains. When I was a little girl they wore them on the street even, and I was crazy to grow up and have one, and then just as I got my first one they went out of fashion. I used to wear a cord around my waist like this girdle cord here and on the end was a sort of holder. You opened its mouth, which had rubber to prevent tearing the goods, and put in a piece of the train and then slipped a ring down to keep it shut, and there your dress was held up, leaving your hands free."

"It was stupid to make it so long that they had to invent something to make it short," said Mary, laughing.

"Yes, but that was better than dragging your dress on the sidewalk as many women did. We children used to play we were ladies and dress up with shawls and old skirts so we could drag them around. My aunt had a cute little dog that bothered her a lot by riding on her train."

"Well, I suppose he thought a train ought to be put to some use. Dogs know a lot more than most people."

Just then the telephone rang. Mary found it was long distance and that Mrs. Miller was calling.

"Oh, Mother," said Mary, "she says that she is going to leave to-day and get here on the ten o'clock train to-night."

"Tell her, I'm glad and that someone will meet her. Tell her to wait at the station till Tom gets there."

"Now, isn't that nice? It is so much better to telephone, for now, that I've heard her voice, I don't feel half as worried about her."

"Did she say she felt better?"

"Yes," said Mary, "and she says you'll think she was just trying to work on your sympathy, so she could get a nice visit."

Mother had begun to bustle around picking up pieces of the dress goods and had on her "housekeeper face," as Tom called it.

"I guess I'll just leave the dress till I dust around and plan things for her visit. Anyway, the dress is almost finished and Katie can work on it to-night."

"I'll tell you what we can do, Mother. Tell Tom when he calls up that he is to stay down and I'll meet him and we will go to the station and get Mrs. Miller. You can tell Katie at supper that Tom had to stay down and then we'll drop in and surprise you with Katie's mother, bag and baggage."

"Won't that be lovely? Katie will be so glad. I'll keep her at work on her dress and maybe she will get it on before you get here."

It was a busy day for Mother, but before Katie came home she had put the house in perfect order and a nice dinner was waiting though only two places were set at the table.

"Tom can't be here till quite late to-night, so we will have a nice long evening to work on your dress. Maybe we can finish it."

"That will be lovely," said Katie, but Mother knew very well that she was more disappointed at Tom's absence than she wanted Mother to know.

However, a new dress, and such a pretty one, was an interesting substitute and Katie was soon busy trying on and adding the last touches.

About ten o'clock it was finished and Mother said, "Why don't you run to your room and dress up and surprise Tom and Mary when they get home. I think I'll make some cocoa and have a bit of supper ready in case Tommy is hungry."

So Katie dressed herself in her new gown and looking into the mirror she couldn't help seeing a beautiful picture. The dress was of soft grey cloth of light weight, a remnant that Katie had found in the spring. At the same time she had found a piece of embroidered goods that had just the right colors to tone with the grey and lovely shades of green brightened it.

A picture in the June BELL TELEPHONE NEWS suggested the pattern to carry out the design. The soft greens in the vest, had been matched with a ribbon which was used to face the short coat and sleeves and two fancy buttons of jade green held the collar of the coat in place. Down the side of the skirt smaller buttons carried out the same color scheme. Katie had found also in the ten cent store some very pretty fancy braid with just the same spring color and her hat of light grey was trimmed with this. But the face under the hat, with the rich color in her cheeks and her sparkling brown eyes, was sure to make one forget the dress.

She was so excited with her successful gown and hat that she even stopped long enough to slip on a pair of grey stockings and her new black oxfords with their grey trimmings.

And so she came downstairs and stepped into the sitting room to meet the admiring eyes of not only Mother Miller, but there before her stood Tom and Mary and—her own mother.

Of course there were exclamations and all were talking at once till Tom, as usual, made his voice heard.

"Say, Katie, could you stop hugging your mother a few minutes and stand up here where we can look at you. I know I told you to fix up so to surprise the folks when you went down state, but I didn't mean for you to kill them on the spot."

"Isn't it becoming?" said Mother.

"I should think it is," said Katie's mother. "You haven't been putting anything on your cheeks have you, Katie? I never did see them so rosy."

"Who wouldn't blush with all this excitement? Here I was getting ready to go to my poor, sick mother and hurrying to get some clothes ready and here you are, not looking sick at all."

"Just a joke, Katie, you see. I don't believe there is a thing the matter except being homesick to see you and I jumped at the chance to come back to Mrs. Miller's when she wrote me. Maybe her doctor can tell me what's the matter. Probably he'll say spring fever and general debility from old age."

"Oh, Mother, don't talk of old age! You haven't a grey hair yet," said Katie.

"Come now," said Mother. "You must all have a little supper and go to bed for Mrs. Freeland must be tired and to-morrow will soon be here."

When to-morrow came, Mrs. Miller had a long talk with Katie's mother while the others were out and it was decided that an appointment must be made with the doctor who had been so good to Katie when she was stricken with appendicitis.

"I think," said Mrs. Miller, "that it will be better to wait until to-morrow and you will be rested. We sat up too late last night, and to-night we will try to have a good night's sleep. It is hard to get these children to bed; they have such good times together."

"Yes," said Mrs. Freeland. "I often think how nice it is here for Katie. She looks so well and she is so happy. And if anything happens to me, I know you will be good to my little girl."

Digitized by Google

There were tears in their eyes as Mrs. Miller clasped her friend's had and said, "You may be sure that I will always treat Katie like my own daughter and I shall love her, for her own sake and for Tommy's, too. Isn't it nice that they are so fond of each other?"

"Yes, and I couldn't ask for a better son. Just think! If my own little boy had lived he would be as old as Tom now, but I always think of him as a baby."

That evening when they were still at the table, Tom said, "Say, Mother, I've got a nice poem to read to you. It's about Mary."

"About me," said Mary. "It's lucky I'm here to defend myself. I'm glad I worked Sunday night."

"Oh, this is real complimentary. You must be coming on some to get into the papers this way."

"Well, read it Tommy," said Mother, "it's probably some joke. I can always tell by that twinkle in your eyes, just like your father's."

"Here it is:

MARY AT THE BOARD

The outlook wasn't cheerful for Tom Jones's kid that day,
Tom Jones's hand was shaking and the mother's face was gray;
The stuff had looked like candy, tablets round and thin and white
And now the boy was fighting out a last convulsive fight.

"I want Dr Casey," says Tom Jones into the 'phone,
"I forgot to hide a bottle and I pulled an awful bone,
"But, say, the case ain't hopeless, I know enough for that,
"And I'd put up even money, now, with Casey at the bat."

The girl at Mudville's switchboard was a kid named Mary Brown,
She flapped and wore her hair bobbed—acted like she owned the town,
But, say, she was a Brother and she took Tom Jones's call
And when Casey didn't answer, kept her eye right on the ball.

She tried for Dr. Bronson and also Dr. Blake,
But the first was out in Smithville and the last was up in Drake,
So she plugged into long distance and she passed the word to Toll,
"Waterloo State Hospital and for God's sake make it roll."

And when they gave her "Ready", she says, "Hello, Waterloo",
"Somebody's taken poison here, you tell 'em what to do,"
She put them on Tom Jones's line—then kept the wires hot,
Till she had a nurse and a drug store man bound for Jones's on the trot.

Go by Tom Jones's yard to-day, you'll likely hear a shout,
You'll see a door bu'st open and you'll see a boy run out,
And you'll see Tom Jones a'smiling and you'll hear him give the word,
"Thank God for our telephone—and Mary at the board."

"Amen," said a masculine voice. It was John Crane, who hade come in quietly and had heard most of the poem.

It was a timely interruption, for Mrs. Freeland was thinking of the baby she lost so long ago and Mother was thinking of Tom's father who, she had thought, might have been saved if she could have telephoned at once for the doctor.

So the mothers wiped their eyes and joined in the young people's fun.

"John, said Tom, "You are pretty good at a responsive service. That Amen was heartfelt, I'm sure."

"Where did you get that poem, Tom?" asked Katie.

"It was in the June number of the *Southwestern Telephone News*."

"Well, Tommy," said Mother, "it just proves what I told you, that it doesn't always mean that a girl hasn't sense and a heart if she does fix herself up too much for your taste."

"That's just what I tell you, too, Tom," said Mary. "I've got lots of girls on my evening force that haven't been operators long and they are what you call 'flappers,' but there isn't one that wouldn't work all night to save a child's life. And if they do spoil their pretty young faces once in a while by an overdose of rouge it doesn't mean anything."

"Oh, all right, all right!" said Tom. "I give in. You are all against me. But I wish they wouldn't try to paint the rose. My family suits me all right just as they are though I must say some of these roses here have a lot of prickers. You better look out, John."

"I'm not afraid," said John. It's only real roses that have thorns; the artificial ones are too tame for me."

"Speaking of roses," said Mother. "Come out and see my rambler, it grows so fast you can almost see it growing and we must give it some water to-night."

And so the meeting adjourned to Mother's garden, which next to her children she loved better than anything else.

And as the moon was shining and the night was fragrant with the spring, Tom and Katie, and John and Mary, went rambling down the shaded street, while the two mothers sat on the porch under the rambling rose.

—L

Prospect Supervisor Makes Professional Appearance

PROSPECT girls are proud of Miss Dorothy Lindenbaum, an evening junior supervisor at that office. The reason is disclosed in an article by Edward Moore in a recent issue of *The Chicago Daily Tribune*. Mr. Moore says:



MISS DOROTHY LINDENBAUM

"Dorothy Lindenbaum, pianist, made her first professional Chicago appearance as the season's last attraction on the concert list presented by F. Wight Neumann, and disclosed herself as an artist who has the signs of a future. She appeared at the Playhouse.

"Perhaps it was because Miss Lindenbaum took the step of increasing the conventional répertoire, a matter of great apparent unwillingness to most young pianists, that her recital had the appearance of originality. At any rate, one of her four groups was made up of numbers that one does not ordinarily hear once in a season, and she played them as though she was in possession of something more than a teacher could give her, a bit of personality and original outlook superimposed upon the technical facility and good general ideas which are the province of the pedagogue. She has distinct promise."

Flapper Tennis

"WHAT'S the score?"

"I think it's thirty all. Are you going to Cynthia's bridge?"

"Yes. (Oh! I can't get that one!) Are you?"

"Yes. I wonder who else is going. (Was that ball in or out?)"

"(I didn't notice.) Maud told us she was going and, that Alice told her she was. I don't know who else. What's the score?"

"I think it must be forty-thirty. Oh, I put both those in the net! I wonder if Alice is really engaged to Mr. Pierson."

"I don't believe so. They say he's played around with lots of different girls. Am I serving or are you?"

"I thing you are. What are you going to wear?"

"I don't know What are you going to wear?"

"I haven't decided yet. What's the score?"

"I think it's thirty all."

Digitized by Google

ACCIDENT PREVENTION

"SAFETY FIRST"

The Illinois Bell Telephone Company is a member of the National Safety Council and the Chicago Safety Council

A CHILD ON THE STREET IS A DANGER SIGNAL. SLOW UP. IF IN DOUBT, STOP

ACCIDENTS FREQUENTLY CHANGE THE MIND OF THE HARD-BOILED CHANCE-TAKER

Are You in this Crowd?

VERY often in the thick of a traffic jam you have seen some person dart out from the sidewalk into the street and perilously thread his way through the endless stream of machines. The thought involuntarily comes, "Look at that fellow, he has a head to look at but there is apparently nobody home."

Then there is the other side of the question. It may be that you have often noticed some thoroughly selfish and thoughtless driver in a high powered car, cut in and out of traffic recklessly or try to get by after the policeman has blown his whistle, endangering the lives of many pedestrians. This fellow you also picture in your mind as having a head but he fails to use it except when he thinks it will benefit himself only. He is the man who entirely disregards the rights of others at all times.

The artist's conception of this thought is well worth studying. His inspiration for the picture came while watching the traffic at the corner of Franklin and Washington streets, Chicago, during a lunch hour.

Even a mother, dragging a frightened child through the maze of traffic, forgets the existence of the little one and the danger to her as well as to herself. Look at all the others. No matter whether they are pedestrians, automobile drivers, street car motormen or truck drivers. All of them are bound somewhere and are not caring how they get there—just so they get there.

Standing out towering above all this crowd of headless citizens is the traffic cop. He blows his whistle to which we should



THEY HAVE HEADS, BUT APPARENTLY THERE IS "NOBODY HOME"

Digitized by Google



respond promptly and in a proper manner and then he waves his arms frantically, signaling and attempting to prevent death or injury at the street crossings. He is the hub upon which our daily lives revolve. All of us should be traffic policemen in another sense and guard against accidents. We should be careful and alert. We should use our heads.

Keep a Safe Distance Behind the Car Ahead

"ONE-THIRD of all accidents are rear-end collisions. Rear-end collisions are caused mainly by riding too close behind the driver in front of you. Fifteen feet between cars in necessary to insure safety, and since there is no necessity for driving closer, cab drivers, at least whose business depends on having their cabs in service, should use common ordinary sense and keep a good distance between themselves and danger.

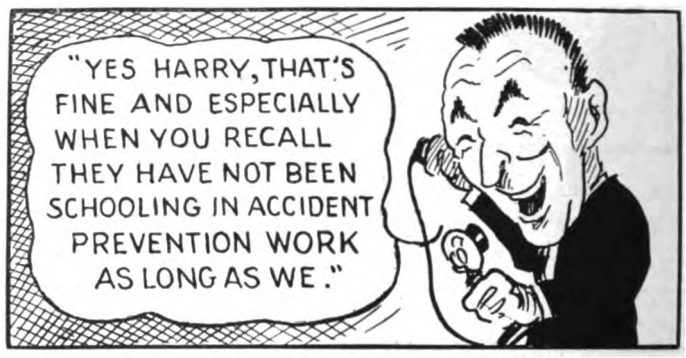
"When you are too close to the car ahead, his sudden stop will cause a collision for which you are to blame Any time you hit a car in the rear you are to blame, because if you were far enough behind and had your mind on the job, you woudn't hit him.

"You can't stop any quicker than the next fellow. It only takes a second to travel twenty-six feet at eighteen miles an hour, and it takes nearly a second for the eye to convey to the mind an impulse to stop. Keep a safe distance between your car and the car ahead."

The above were instructions to Yellow Cab drivers. The telephone safety committee would like to see all drivers practice this.



TEACH THE CHILDREN ACCIDENT PREVENTION AND HELP THEM MAKE EVERY DAY SAFE AND SANE.



Machine Switching Material Handled Without Accident

THE Supplies Division of the Department of Buildings, Supplies and Motor Equipment has proved that coöperation will win the day and avoid accidents. Working under unusual conditions handling several million pounds of telephone equipment, this department demonstrated that preventing accidents is just as easy as it is said to be. They have set a mark in accident prevention that should be the goal for the entire organization.

Every man in the department is sold on safety. When it was explained what a big job they had on their hands to move the machine switching apparatus into the Franklin Building, all of them, from the supervisory force down to the laborers, decided that they would endeavor to accomplish the job in the best possible time and without injury to themselves or to others. This they did, not having one accident. They always made sure that they were right before they went ahead. Not a thing was left undone, from a safety standpoint, and every precaution was taken to see that the proper method of handling this bulky material was employed.

It will be interesting to know just how much material was handled. More than two and a half million pounds of equipment was delivered from Hawthorne and the Western Electric storehouse to the Franklin Building. There was also returned to Hawthorne more than 400,000 pounds of cases, boxes and crates. There were five carloads of battery material, forty-four carloads of frame, four carloads of locker material, three carloads of iron conduit and eighty carloads of miscellaneous boxed material, making a total of 136 carloads or a freight train more than a mile long.

Only ten per cent of the entire equipment could be delivered to the various floors by freight elevator and here another hazard presented itself. It became necessary to erect rigging on the outside of the building for the hoisting of the material. The pole-hauling tractor, which has in connection with it a winch driving a drum and nigger head, was utilized and the frames, weighing between 900 and 1,500 pounds each and consisting of 778 cases were lifted to their respective floors.

The pictures the opposite page show one of these frame cases being hoisted. You can readily see how carefully this crew is working and it explains how they accomplished the feat without an accident.

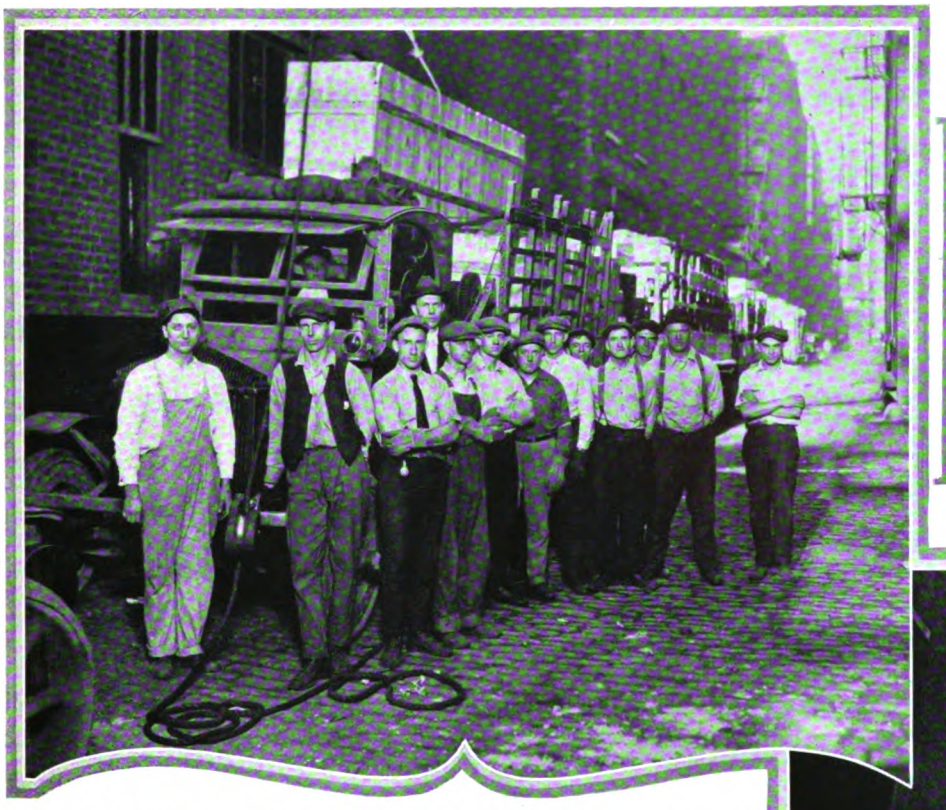
Because of the traffic congestion in the alley in the rear of the Franklin Building, it was necessary for most of the hoisting to be done at night. Schedules were worked out for the delivery so that there would be nothing to interfere that might cause an accident.

The first delivery was made about May 1, 1921, and the final load was carried about November of the same year, the entire job being completed without a single accident. In addition to the congratulations that the Safety Bureau offers this division, they are to be complimented by every other department of the company for having set such an outstanding example of accident prevention.

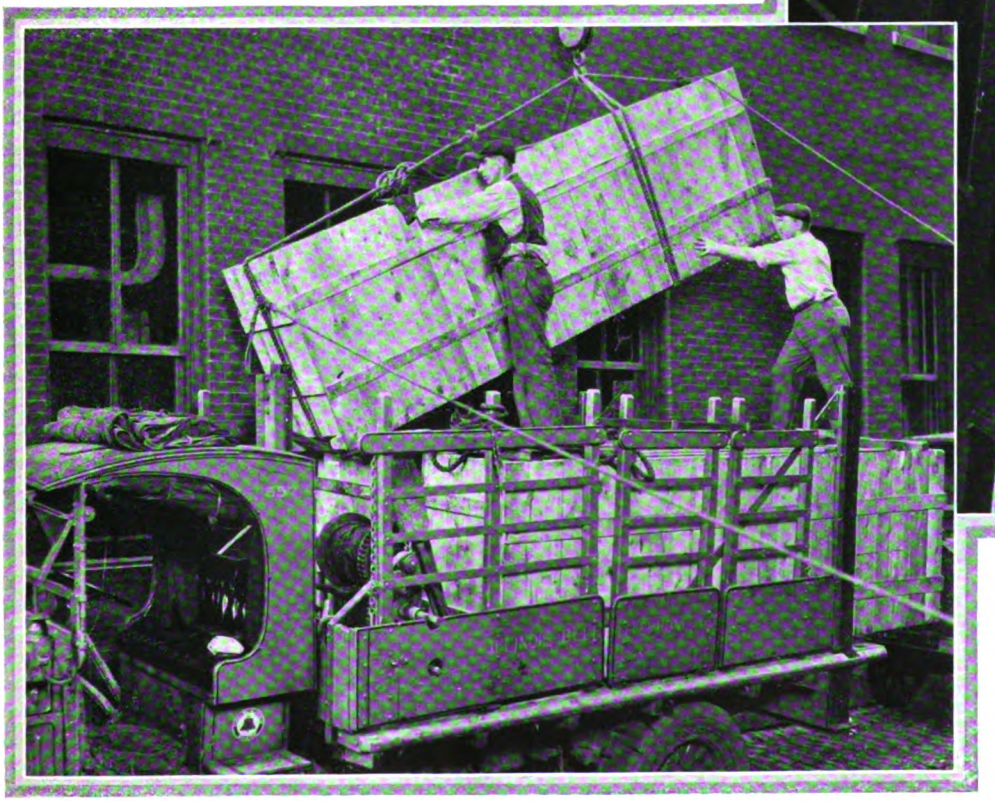
—L

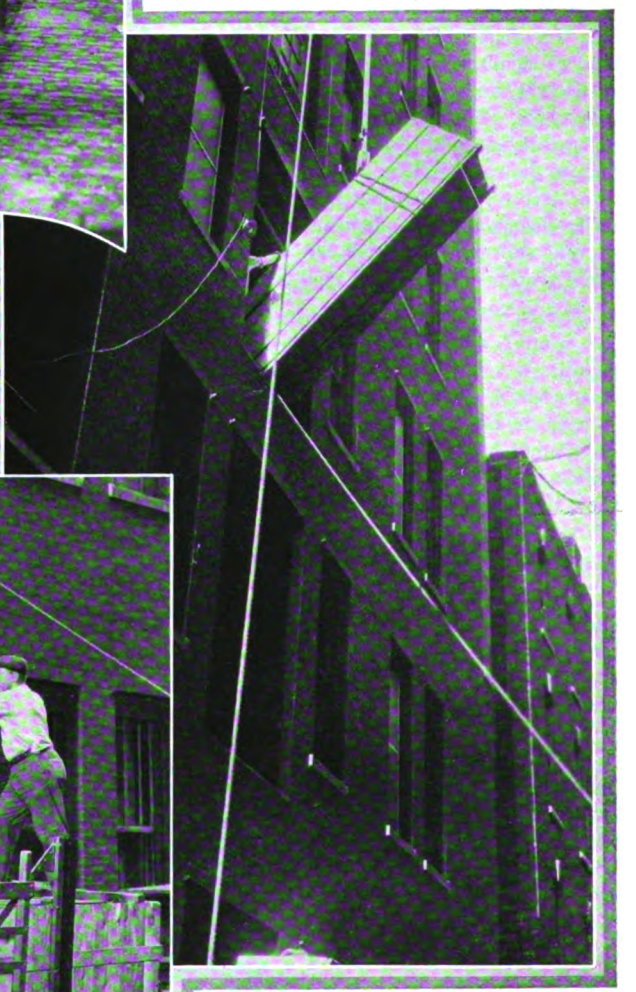
Digitized by Google

HERE'S HOW THE SUPPLIES DIVISION DELIVERED CHICAGO'S NEW MACHINE SWITCHING EQUIPMENT



Supplies Division men who handled over two and a half million pounds of machine switching equipment without an accident.





Supplies Division in action, delivering material to the Franklin Building, Chicago. Note the narrow alley which was one of the difficulties met and overcome.

Digitized by Google

Death Takes Scout Lawrence Graham

LAWRENCE J. GRAHAM of the Chicago Commercial Division, Unit No. 10, passed away early Sunday morning, June 16.

Two weeks before Lawrence's death, while playing baseball he was struck by a ball and injured. Doctors found his trouble difficult to diagnose. After several consultations they found he was suffering from acute appendicitis, and he was rushed to the hospital and operated on Saturday morning, June 15. After the operation he seemed to rest easily. Late Saturday evening he suffered a relapse and at three o'clock Sunday morning he started on "the long hike."

Lawrence was seventeen years old and he came into the employ of the Illinois Bell Telephone Company September 1, 1920, as office boy, under G. F. Kobelin of the Contract Department. With the installation of the unit system, he was promoted to application clerk, then to completion clerk of Unit No. 10, under Commercial Manager Max Reese.

At the time of the Boy Scout organization in the company in 1921, Lawrence affiliated himself with it and was one of the charter members. He passed his tenderfoot requirements in April, 1921, and work for second class, which was awarded him, January 27, 1922. Being such an ardent worker he was selected as a patrol leader of Troop No. 503 and later passed his first class tests on January 5, 1923. He had acquired several merit badges in the last six months, and he was a scout in every sense of the word, courteous, kind, helpful and obedient. "Whitey," as he was known, was respected and loved by his fellow scouts and fellow workers, who knew him personally.

Scouts officiated at the funeral as was "Whitey's" last wish. The scout ceremony was arranged by J. P. Donohue, assistant scoutmaster of Troop No. 509. The following scout pallbearers were selected, Richard Maloney, Charles Hagemeyer and Henry Goergan as Boy Scouts, with William Flaherty, Harold Rammon and Harold Nelson as Sea Scouts. These scouts were his closest friends and pals in his work-a-day life, on hikes and at his home. They also are telephone employees.

The casket was draped with the Stars and Stripes, for which "Whitey" stood at attention hundreds of times in scout activities.

The church services were held at St. Ignatius at Loyola, where he was graduated. The final services were held at Calvary Cemetery. As he was lowered to his final resting place, Scout Rammon stood at the head of the casket and sent the following message is semophore signaling to the assistant scoutmaster, J. P. Donohue, who later announced the message as follows: "Lawrence Graham, the message in semophore signaling The scouts were brought to attention and the hand salute for a minute.

Anna Sparks Walters

THE girls at Lincoln Office, Chicago, miss their supervisor, Mrs. Walters, whose untimely death cast a gloom over the office.

She gave efficient service for two years, and during that time she greatly endeared herself to her companions.



MRS. ANNA WALTERS

Her sisters, Jane and Tina Sparks, who are also Lincoln girls, have the warm sympathy of their many friends in the office

Central Office Repairman Dies

DEATH has removed a familiar face from the repair force. Albert Neustadt, on the evening of April 27, was suddenly stricken with heart failure while in his automobile. He had recently bought a new home and was making arrangements to move the following day.

Al, as he was familiarly known, had been in old Central Office for seventeen years. After starting to work in the Cable Division, he was transferred to Central Office repair force. Some years ago he was transferred to the General Office, where he became acquainted with his wife. He leaves a widow and young son, Frederick, as immediate mourners.

Interment was at Concordia and was attended by a large number of telephone people who extended their sympathy to Mrs. Neustadt and her son.

Some Old Safety Bulletins Which Still Hold Good

"DO you remember 'way back when" bulletins were issued calling attention to the danger of sharp and jagged material being dropped or thrown into wastebaskets? The Safety Bureau issued a bulletin in 1917 showing the danger of this and warning employees to be careful in disposing of and handling anything of this kind?

Prior to this time there had been a great many accidents, but lately they have been few and far between and it is apparent that telephone people have taken to heart the result as pictured in the bulletin and have been trying to be careful. It seems now, however, that a few have been forgetting just a little bit and just recently there was a case brought to the attention of the Safety Bureau that is worth using as an example to illustrate the danger.

A janitor was cleaning out wastebaskets and punctured the palm of his right hand on a nail. He was sent to the doctor immediately in order to avoid any complications. An investigation was made shortly after this accident was reported and in one basket were found two small pieces of board, one with four upright nails, the other with two. There was also some ragged iron strapping and a number of pieces of broken ink bottles which had been smashed and carelessly dropped into the waste basket. This thoughtlessness on the part of some employees who will drop sharp or pointed objects into the baskets makes it extremely hazardous for the janitors and they are constantly facing the possibility of a serious accident.

Machine Switching Plant Gang Gets Together

(Continued from page 17)

has had work and work and work for its diet for many a day, and the pep, punch and personality were there!

W. R. Abbot Expresses Appreciation of Employee's Efforts

DEPARTMENT heads whose forces worked on the preparations for the cutover received the following letter from President Abbott:

"Now that the machine switching cutover of Central, which was so successfully made last Saturday night, is an accomplishment of which we can all be very proud, I wish to extend to you and to the forces of your department my congratulations on the very successful result attending this most important piece of work which the company and its people have undertaken for many years and to say that I appreciate the fine spirit which has pervaded the organization and its people and the team-play exhibited between the men in the several departments having this job in hand, which has been performed with great credit to themselves and to the company.

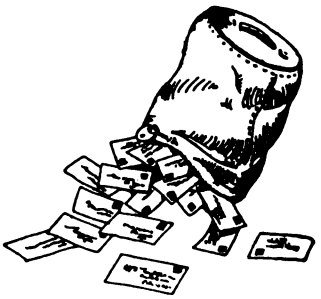
"The public is highly pleased with the new service, and I feel that we are all to be congratulated on the fine result obtained."

Digitized by Google



WHAT THEY SAY ABOUT US

Here Are Some Letters Received by the Company



WHEN Miss Margaret Lawanda, a Hyde Park operator, plugged in in answer to the light on MID way 3877, she realized that the answering voice, which mumbled an Oakland number to her "'Number, please," came from a woman who was very ill. Miss Lawanda called the supervisor, Miss Helen Hastings, who instructed her to put the call through without delay. When an out-of-order report was received, the call was again referred to Miss Hastings, who called the Oakland trouble operator, and asked her to attempt to clear the line. This was done and Miss Hastings then called the subscriber back and established the connection. Miss Lawanda has been with the company for two years, and Miss Hastings has been with the company since 1917. The subscriber, Mrs. Emma Weiler, in sending her thanks to Miss McCarty, the Hyde Park chief operator, says:

> I want to thank you in behalf of one of your operators, who did me an unusual service this week
>
> On Wednesday, May 16, at 2:45 p. m., I telephoned asking for OAK land 5026. A short time before, I had been stricken with a case of ptomaine poisoning. I was alone in my home, and suffering intensly. I was so ill I could not even summon a neighbor. I succeeded in getting to the 'phone, and between moans and groans, I said, please get me OAK land 5026. I was trying to reach this friend. The operator knew something terrible was wrong with me, and even after she told me the line was out of order, she still persisted in getting the number. I was on the verge of a convulsion and hung up, and with the greatest of effort, reached my bed. Just then the 'phone rang, it took all my efforts to get back and the operator told me she had my number. The party in question raced out in a taxi within ten or fifteen minutes, and I was enabled to get the attention I so severely needed.
>
> I feel that your operator's persistency and courtesy to me was unusual and I could not let it pass without commenting upon same and extending to her my sincere thanks. If it is the policy of your company to recognize unusual courtesy or acts on the part of your operators, then this is one to be acted upon at once.
>
> Any further information I will gladly give you.

S. J. Larned, general traffic superintendent, received a letter from Mrs. C. F. Hurto, a Chicago subscriber, in regard to telephone service. In her letter Mrs. Hurto says:

> And now I do want to say something nicer to you, and that is that Miss Foley, the chief operator, is surely a wonderful operator. There are no times but what she is right there to help and give service. Her efficiency and courtesy certainly command all of our respect. There isn't anything kind enough I can say for her and the girls she now has working under her.

Miss Mary Foley is day chief operator at Humboldt Office, Chicago.

Following the move of Sims, Welch, Godman and DeYoung, a Chicago law firm, from the Marquette Building to the Illinois Merchants Bank Building, Elwood G. Godman wrote the following letter to W. R. Abbott:

> On Friday, April 27th, we moved our offices from the Marquette Building to the thirteenth floor of the Illinois Merchants Bank Building. The moving was at night. In our profession, as you may well realize, uninterrupted telephone service is of the utmost importance.
>
> I am writing you this letter to commend you upon the very efficient work which was done by your service department in giving us uninterrupted telephone service in the Marquette Building, even beyond our regular closing hours and also having in operation our switchboard and all of our numerous office connecting lines in our new offices on Saturday morning. At the moving I became acquainted with Mr. Charles Lonergan, who was in charge of this work, and I desire to let you know that he handled the job in a most efficient and highly satisfactory manner as well as very expeditiously. I know that you are interested in hearing of the good work done by your men, and therefore, it gives us pleasure to compliment you and also Mr. Lonergan and his assistants.

The men who worked on this job with Mr. Lonergan are E. G. Marinier and T. J. McGrath.

E. W. Scott, assistant to the president of the Marquette National Fire Insurance Company, has this to say about a recent move order:

> We wish to thank your company for the efficient and prompt manner in which the installation and change of our service was made from Room 1821 Insurance Exchange to Room 539 of the same building. This was done on Wabash 6476-77-78 and 79, including a large number of terminals.

A. R. McGregor, P. B. X. installation foreman; J. C. Otto, E. J. Kennedy, J. L. Hughes and H. C. Johnson, P. B. X. installers, were the men responsible for this good work.

James H. Corcoran, manager at Rockford, received this letter from John H. Camlin, president of the Illinois Chamber of Commerce, at Rockford:

> I want personally to thank and congratulate you for the really fine talk you made before the Rotary Club on the "Telephone," and also the fine demonstration made by Miss Adams and her assistants. This is good constructive work and must bear results in better team work between the company and the subscriber, and also give the public an insight that they have never had of the staggering cost of equipping and maintaining telephone service.

Frederick Lindberg, a Chicago subscriber, has written to W. H. Burhen, supervisor of service, to express his thanks for the promptness with which a noisy line was cleared up, and also tells of his appreciation of the courteous manner of the repairman who adjusted the matter. E. J. Ross was the repairman referred to.

From I. A. Wallins, comes the following letter addressed to Mr. Howells, manager at Decatur.

> I wish to thank you for the coöperation given us in our recent request from you.
>
> I also want to thank you for the fine service you have been giving us of a morning. We have two men call approximately 150 grocers of this city, and I am pleased to say that the service has been very satisfactory and that we get through with these calls in forty to forty-five minutes.

Otto Eisenschiml, manager of the Scientific Oil Compounding Company, a Chicago subscriber, has written to W. C. Bosworth, Lawndale traffic manager, thanking him for a recent improvement in telephone service. He also sent to the operators serving his company's line, four boxes of candy in appreciation of the part they have taken in giving good service. The four operators are, Mrs. Katherine Knodell, Misses Selma Johnson, Rose Jenicek and Anna Lanahan.

Simpson E. Meyers, of the Commercial Acceptance Trust, Chicago, writes as follows, to the general manager of the telephone company:

> Following out the old adage, "Credit where credit is due," I take this opportunity to highly commend operator No. 391 of the Dearborn Exchange, for her efficient, courteous, and ultra-excellent manner on a telephone call this morning. The call in question was of vast importance to me and I would appreciate official commendation of this operator.

Miss Clara Clonters, of the Dearborn Office, is the operator referred to.

Addressed to the editor of the BELL TELEPHONE NEWS, comes the following letter from Mrs. George J. Fick:

> I wish to thank, through the columns of the Bell News, a certain operator in the Juniper Exchange, whose number is 6811,

Digitized by Google

for the wonderful service rendered us on June 1, at two a. m

My brother was taken ill, and it was necessary to do a great deal of calling over the 'phone. His illness took place at 12:30 a. m., and he passed away at 4:10 a. m., and this girl never left our line all night. Her cheery voice and splendid work is one we will never forget. She called three Hammond numbers before locating the right party. There are few who would take the trouble to do all this girl did in this big hustling bustling city. To tell of all her kindness would take up too much space in your columns, but please have this printed so she may know how grateful I am, as I cannot thank her personally for I do not know her name. To this girl a great deal of praise is due

Mrs. Agnes Madden is the operator referred to in the above letter.

A. D. Alliger, manager at the Chicago branch of Pain's Fireworks, Inc., has written to the Service Department of the telephone company, expressing his appreciation of the quick service he received on a recent call to the home office of his concern in New York.

Miss Catherine McHugh the long distance operator who handled this call, has left the employ of the company.

C. C. Lakin, of Joliet, manager of the Northern District of the Standard Oil Company of Indiana, has written to J. F. Wallon, local commercial manager, as follows:

We wish to thank you for your kind letter of June 9, relative to the additional trunk line and terminals for our private branch exchange.

A letter of this kind shows us that our business is appreciated and that your company is at all times willing to give the subscribing public the best service possible.

H. D. Oberdorfer, of the Circle A Products Corporation, Champaign, has written the following letter to O. F. Clark:

Someone of your long distance operators rendered us an unusual service yesterday when we asked them to get the commander of the steamer *West Caddoa* at New Orleans.

Through coöperation with the New Orleans long distance operator they informed us that this steamer was up the river and they could not get the commander, though they had tried several places to locate him. This was an unusual service, because we didn't even know the dock at which the steamer was loading or would load.

Finally, then, we asked to speak to the agents of the *West Caddoa* and in exactly two minutes we were talking to the right party.

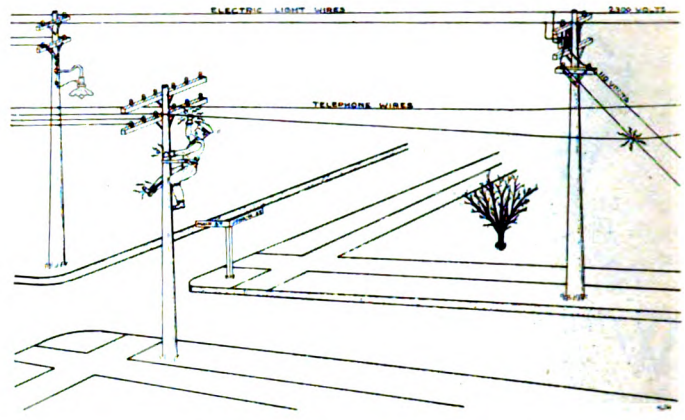
It is such serivce as this from your company that makes us feel that we couldn't possibly do any better in communication with people outside of the city.

The operator who handled this call was Miss Edna Conover.



MRS. "BUSTER" WEICHMANN

Mrs. Weichmann, who was Miss MacLagan of the D. & R. Unit of the Chicago Maintenance Department, thought she would surprise her fellow workers when she announced her marriage last month, but they turned the tables.



110 Volt Shock Causes Injuries

L. C. JONES, Suburban Division plant superintendent, recently issued a bulletin as follows:

"One of our employees climbed a pole recently to remove a telephone wire which was resting on an electric wire of 110 volts. Although he considered that he was properly insulated from 110 volts by having on canvas and leather gloves, he received a shock which caused him to lose his hold on the pole. His safety strap prevented him from falling backwards to the ground, but did not prevent him from sliding to the ground, resulting in bruising and wrenching his back. His gloves had become moistened, due to working in the rain.

"Fortunately this accident did not result seriously. It should, however, be a warning to employees to consider electric light wires of low voltage a hazard to be guarded against with the greatest of care."

Hello

Just the receiver clamped to her hair
As she sits before the keyboard there,
Switching the little twinkling lights—
But somehow I think of summer nights
And quickening breezes of the dawn
When Helen puts her headpiece on.

I know there is no magic spell
To such a thing as a telephone bell,
So it may be something in her eye
That makes me see—I don't know why—
The first spring crocus on the lawn
When Helen puts her headpiece on.

For the gleaming band of metal bright
Is like a campfire in the night—
Or is it just the girl below
The thing that sets me thinking so
Of a lane I hope some day I'll tread
With home and Helen just ahead?

—Maurice in the Chicago *Herald and Examiner*.

Illinois Bell Second in Number of Employees

A DIAGRAM recently printed by *Long Lines* showed how the employees of the Bell System are distributed by companies. The New York Telephone Company has by far the largest number, having 19.9 per cent of the Bell family in it. Illinois Bell stands seconds with 9.2; Pacific Telephone and Telegraph third with 9.1; and New England Telephone and Telegraph fourth with 8.4 per cent. The Bell of Pennsylvania and the Southwestern Bell companies are tied for fifth highest number of employees, each having 8.1 per cent.

Digitized by Google

A SWEATER FOR THE SUMMER GIRL

SWEATERS are an all important article of wear for the summer girl, especially in the Great Lakes region where the nights are generally cool. A sweater is comparatively an easy article to make when one has the time, and here is an unusually attractive one which many telephone girls will undoubtedly find time to make. The photograph and directions for knitting have been given to the BELL TELEPHONE NEWS by the American Woolen Company, Boston. The materials for a size 36 are eight balls of yarn and three balls of Shetland yarn of a contrasting color, and one pair of five millimeter needles. The pattern is, knit one row and purl one row, and the directions are as follows:



Martha Mansfield, formerly of "The Follies" and of recent screen renown, wearing "The Mayfield," a fetchingly new and colorful summer creation.

Back—Cast on ninety stitches with yarn, and work in pattern for sixteen inches; decrease one stitch, every other row on each end four times. When armhole measures six inches, knit twenty-nine stitches, bind off twenty-four stitches for back of neck, and on remaining twenty-nine stitches, work six rows. Cast on toward front thirty-five stitches. Work in pattern, and when work measures five inches from shoulder increase first stitch toward armhole, every other row four times. Cast on two stitches toward armhole (having seventy stitches on needle). Work in pattern until front is as long as back. Now fold seventeen stitches of the thirty-five front stitches and sew down. Work other side to correspond.

Collar—Pick up sixty-nine stitches around neck, omitting five stitches at each end for border (fifty-nine stitches), and with yarn work pattern for three inches, then pick up the stitches on both sides and with Shetland yarn knit five ribs, increasing two stitches, at each corner every row and bind off. Then sew the five ribs to the five stitches omitted.

Sleeves—With right side toward you, pick up seventy-two stitches, around armhole. Next row, purl fifty-two stitches, turn, knit thirty-four stitches, turn, purl thirty-six stitches, turn, knit thirty-eight stitches, turn, and continue in this way, always taking up two more stitches, at each row until all stitches have been taken up (seventy-two stitches). Follow pattern until sleeve measures seventeen inches or desired length. Then knit ribs with double strand Shetland yarn and bind off. Sew seams together.

Border—Now pick up both front and back stitches at bottom of sweater and with double strand of Shetland yarn, knit nine ribs and bind off. Then place a button as illustrated at left side, making a chain loop for buttonhole, or if preferred, this may be tied with an effective ribbon bow.

The following directions have been furnished by the American Woolen Company for washing: Into a wash bowl put two tablespoonsful of Fab, Lux or Ivory Soap Flakes, add hot water, then cool to make suds lukewarm. Dip garment and squeeze suds gently through the article. Rinse in two changes of lukewarm water. Do not wring or twist. Spread dripping garment on a turkish towel to dry, and pull into shape. Dry flat in even temperature, away from the sun or steam, and out of the wind or cold. Never hang the garment or roll in a bag to dry.

Electric Waves Are Relatives to Many Others

WHEN a small boy throws a stone into a millpond, hears the splash and watches the ripples spreading out across the surface of the water, it does not occur to him—unless he is rather an exceptional small boy—that three illustrations of the same physical principle have been provided him simultaneously. The ripples are waves in the water. The fact that the boy hears the splash is due to waves in the air. Seeing is made possible by waves in the ether.

All intelligence which reaches the human brain by way of the eye or the ear is brought by waves. The sensation of heat is another illustration of the same principle. The telegraph and the telephone operate because of waves which, like those of light, are vibrations of the ether.

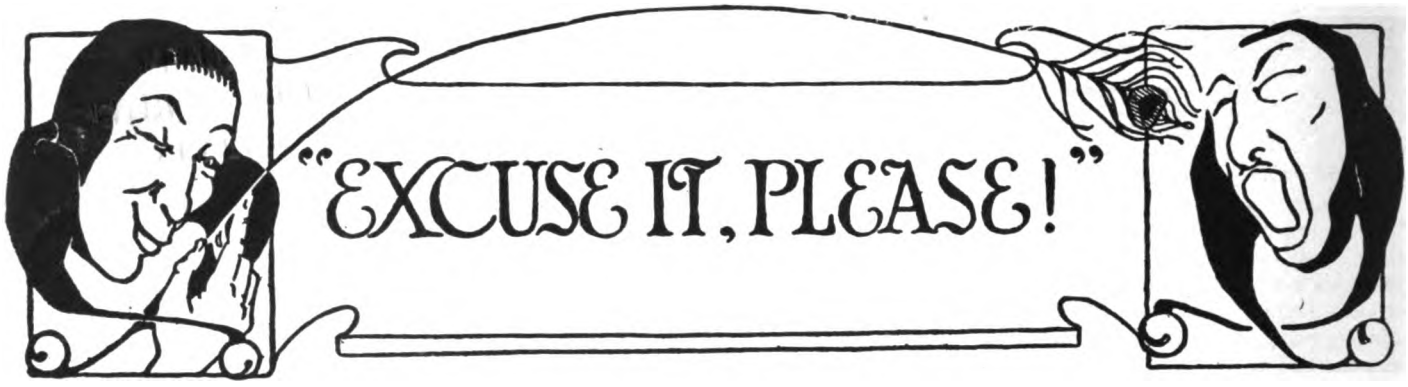
In the radio telephone or telegraph, the waves bearing the messages spread out in all directions, in the wire telephone or telegraph they travel very close to the line wires, which serve as guides between sending and receiving points. It is a familiar expression to say that an electric current passes through a telephone wire and that this current transmits the telephone message. This is only partially true, however, for the presence of a current in a wire implies the presence of electric waves in the region surrounding the wire.

According to a theory advanced by Maxwell and Hertz and now accepted by most physicists, all ether waves are fundamentally alike, as are the so-called X-rays, ultra-violet rays, visible rays of light, infra-red waves. Hertzian waves, waves employed in radio telegraphy or telephony and the waves used in wire transmission systems are all members of the same family, differing from each other only in their wave lengths. At one end of the list are the X-rays, whose wave length is of the order of a billionth of an inch, and at the other the waves used in electrical communication, whose lengths range all the way from many feet to many miles.

So far as is known, all ether waves travel with the speed of light, or 186,000 miles a second.

Digitized by Google

—L



A Well-Known Factor

"If we were all as great as we think we are, this old world would be paradise."

"Yes, but the competition would be hell."—*American Legion Weekly.*

A Shaker

Edward: "My love for you is like the deep, deep blue sea—"

Edwina: "And I take it with just the corresponding amount of salt."—*"Topics of the Day" Films.*

"This book must belong to a doctor."

"Why?"

"He cut out the appendix."—*Judge.*

One day, as I chanced to pass,
A beaver was damming a river.
And a man who had run out of gas,
Was doing the same to his flivver.
—*Chicago Phoenix.*

Bodkins: "And such beautiful eyes! Why, man, her eyes shine as clear as crystal."

Radio Fan: "I don't care so much for those crystal sets."—*Judge.*

Alice: "Isn't that a sorority sister of yours over there?"

Bluegown: "Indeed not; she's a friend of mine."—*Boston Bean Pot.*

Advance Information

She: "How did you know I was going to wear my hair curled this evening?"

He: "I saw it in the papers this morning."—*Stray Stories.*

Outa Luck

"I owe a lot of money to my shoemaker."

"Can't even say your sole is your own, eh!"—*New York Evening World.*

Quite So

May (slightly jealous of girl wearing Russian galosh boots): "There's that cat Mazie Murphy wearing those new fangled boots."

Ray (with twinkle in his eye): "Sort of a 'Puss in Boots,' eh!"—*"Topics of the Day" Films.*

One of the most pathetic sights nowadays is to see a man whose ancestors traded the Indians a quart of whisky for a thousand acres of land, trying to trade back.—*Judge.*

Faster Than the Fastest

Orchestra Drummer: "I'm the fastest man in the world."

Violinist: "How's that?"

O. D.: "Time flies, doesn't it?"

V.: "So they say."

O. D.: "Well, I beat time."—*Chaparral.*

She frowned on him and called him Mr.,
Because in fun he'd merely Kr.
And then for spite
The foll'wing nite
This naughty Mr. Kr. Sr.

There's a Reason

Mr. Cheerup: "Look pleasant, my man. The fellows who succeed are the ones who can smile."

Mr. Lowdown: "Sure! That's what makes 'em smile. What have the other guys got to smile about?"—*American Legion Weekly.*

Kinda Elusive

May: "Oh, fish! I can't find my new rubber bathing suit anywhere."

Ray: "Why not see if you have it on?—*"Topics of the Day" Films.*

Tit for Tat

Dorcas: "Now you women have the ballot, you'll vote for the candidate with the long blonde mustache and big blue eyes."

Mrs. Dorcas: "Is that any worse than falling for the fellow with the fake promises and election day cigars?"—*New York Sun.*

What Car?

Twenty per cent of all the tin mined in the United States goes into the motor car.—*Trade Journal.*

Another explanation of the modern child's manners is that too many woodsheds have been converted into garages.—*Associated Editors.*

"Your honor," said the burglar, "I was foodless, friendless and homeless."

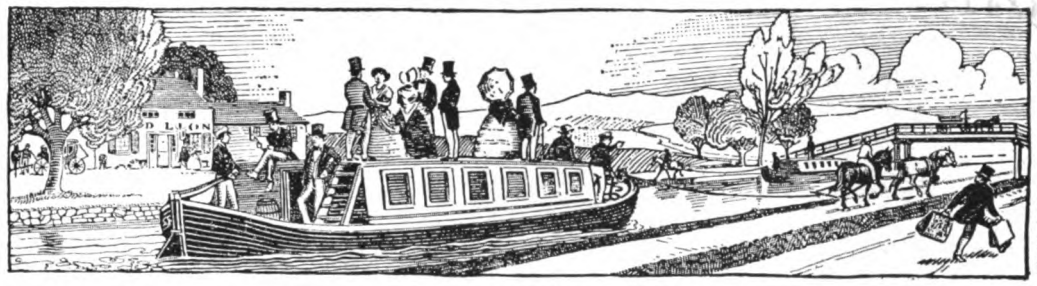
"My man," said the judge, "you move me deeply! Food, shelter and companionship shall be yours for the next nine months."—*Judge.*

Son (reading): "Pop, what is a pedestrian?"

Pop: "A pedestrian, my son, is the raw material for an automobile accident."—*Judge.*

Digitized by Google

1923 · JULY · SEVENTH MONTH



ON JULY 4, 1817, work was begun on the Erie Canal, near Ft. Stanwix, N. Y. The first trip between the Great Lakes and the Hudson was made on October 8, 1823. On October 4, 1825, the first flotilla of western canal boats reached New York. As originally built, the canal was 363 miles long and cost $12,720,000. At this early date personal communication between distant points involved travel, and the development of canals was a marked advance over existing traveling facilities and thus was an important factor in bringing the various sections of the country into closer touch.

MOON'S PHASES

	Eastern Time D.	H.	M.
☾	5	8	56
●	13	7	45
☽	20	8	32
○	27	5	33

For Central Time deduct 1 hr.; Mountain Time, 2 hrs.; Pacific Time, 3 hrs.

JULY *hath* 31 days

"Learning is to the studious and riches to the careful"—Poor Richard

SOME TELEPHONE COMPARISONS

Chicago has more telephones than France and Belgium together with Jugo-Slavia, and all of Central America thrown in for good measure. It has more telephones today than Denmark, The Netherlands, Italy, Rumania and Greece combined.

The number of telephones in Atlanta is about equal to the combined number in the countries of Bulgaria, Luxemburg, Portugal and Peru.

Washington, D. C., has more telephones than Belgium and Egypt combined.

Omaha, Neb., has more telephones than Chile, Peru and Venezuela combined.

Philadelphia has as many telephones as Italy, Belgium, Central America and Jugo-Slavia combined.

New Haven has more telephones than Rumania.

All Bell System Telephones placed side by side would reach around Lakes Erie and Ontario.

The total cost of telephone properties of the Bell System in 1922 was over $1,700,000,000.

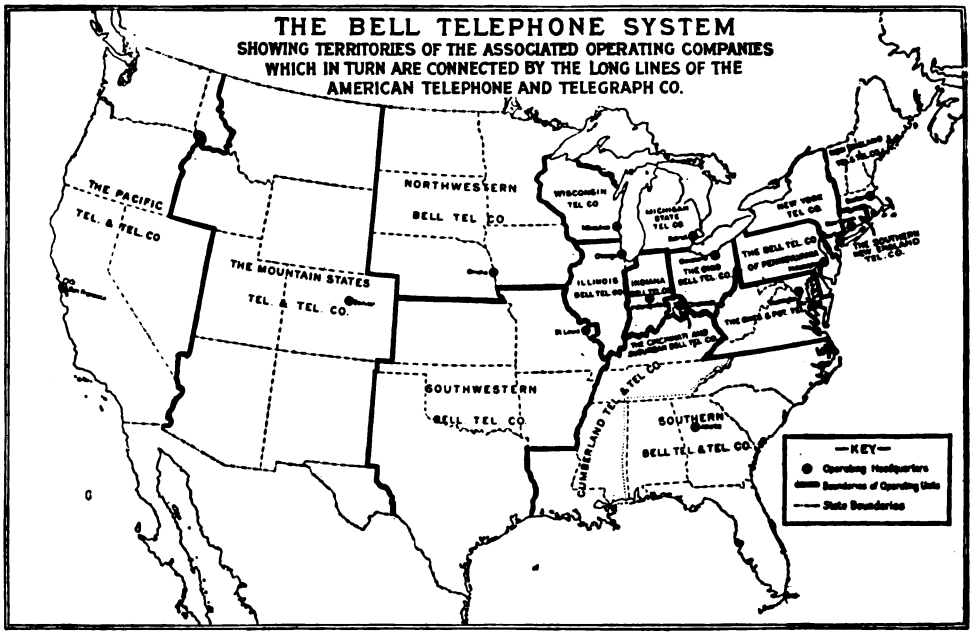


The Bell underground system consists of more than 300,000,000 duct feet of conduit. This would go through the center of the earth more than seven times from pole to pole.

American Telephone stock is listed on the stock exchanges of New York, Boston, Chicago, Philadelphia, and Washington. There is always a ready market for the stock.

1—Su.—Elephant Butte Dam, New Mexico, begun, 1910, completed, 1916. *Columbus Dispatch*, first issue, 1871. *Memphis Commercial* and *Appeal*, consolidated, 1894.
2—M.—Morrill Land Grant Act signed, which created State Universities and Agricultural Colleges, 1862.
3—Tu.—Wisconsin separated from Michigan Territory, 1836. Idaho admitted to the Union, 1890.
4—W.—INDEPENDENCE DAY. Ohio Canal, from Lake Erie to Ohio River, begun, 1825. Grand Island, Neb., first settled, 1857. *Indiana Gazette*, state's first newspaper, first issue, 1804. First street car in St. Louis, 1859.
5—Th.—Kansas Constitution framed at Wyandotte Convention, 1859. { *Don't Write, Talk* }
6—Fr—First steamboat on Kanawha River reaches Charleston, W. Va., 1823.
7—Sa.—Cornerstone Roman Catholic Cathedral, Baltimore, laid, 1806. Wisconsin Telephone Co. organized, 1882.
8—Su.—*A. T. & T. Co. stockholders are in every state in the Union.*
9—M.—First Military Telegraph line completed, Santa Fe to Fort Leavenworth, 1869.
10—Tu.—*Chicago Tribune*, first issue, 1847.
11—W.—*Over 36,000,000 miles of telephone wire in the U. S.*
12—Th.—Bergen, Essex and Hudson Counties, N. J., bought from Indians, 1630.
13—Fr.—"Ordinance of 1787", for government of Northwest Territory, passed, 1787.
14—Sa.—World's Fair, Crystal Palace, N. Y. City, opened, 1853.
15—Su.—404th Telegraph Battalion (N. Y. Tel. Co.) sailed for France, 1918. 131st Quarterly Dividend of the Amer. Tel. and Tel. Co. (and predecessors), 1922.
16—M.—District of Columbia organized, 1790.
17—Tu.—First news of discovery of gold in Alaska brought by S.S. *Portland* to Seattle, 1897.
18—W.—Western Electric Company reorganized, 1881.
19—Th—*American Telephone & Telegraph Stock now pays 9% a year.*
20—Fr.—Bell Telephone Company of NewYork, later New York Telephone Company, organized, 1878.
21—Sa.—*Buffalo Courier-Enquirer*, first issue, 1831. { *Your Voice is YOU* }
22—Su.—Cleveland, O., founded, 1796.
23—M.—*The majority of Am. Tel. & Tel. stockholders are women.*
24—Tu.—*Boston Transcript*, first issue, 1830.
25—W.—Capital of Wyoming Territory est. at Cheyenne, 1868.
26—Th.—New York ratified the U. S. Constitution, 1788. Washington County, first in Ohio, formed, 1788.
27—Fr.—Ground broken for Mohawk and Hudson R.R., 1830.
28—Sa.—Laying of present Transatlantic Cable, completed, 1866.
29—Su.—*Pittsburgh Gazette*, first issue, 1786
30—M.—First representative American Legislative Assembly met at Jamestown, Virginia, 1619.
31—Tu.—First Cleveland, O., newspaper, *Gazette & Commercial Register*, started, 1818. United States Government took over all telephone and telegraph lines, 1918.

Digitized by Google



United for the Nation's need

We are a people scattered over three million square miles of territory —a people whose daily commercial transactions and social interests are as wide-spread as our boundaries. Only a unified telephone service, covering the whole country, can serve our needs.

Such a service, in turn, requires a national organization with uniform policies and operating methods; and also in each community a local organization with full authority and responsibility for the problems of that community.

Such a service is the service of the Bell System. Two hundred and fifty thousand employees and approximately six thousand local operating units cover the length and breadth of the land. Uniting these community organizations are the Associated Companies of the Bell System, each responsible for service in its territory. Linking together the Associated Companies is the American Telephone and Telegraph Company. It operates the long distance lines, develops nation-wide policies, standards of practice and equipment for the improvements of the service and for the benefit of all.

In this commonwealth of service the best interests of the nation and of the community are equally served.

"BELL SYSTEM"

AMERICAN TELEPHONE AND TELEGRAPH COMPANY

AND ASSOCIATED COMPANIES

One Policy, One System, Universal Service, and all directed toward Better Service

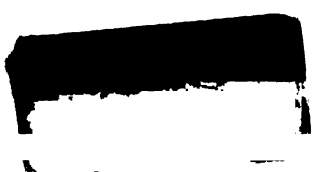
Digitized by Google

Digitized by Google

Digitized by Google

Digitized by Google

Digitized by Google



Digitized by Google

UNIVERSITY OF ILLINOIS-URBANA
3 0112 042808912

Digitized by Google